

### 2.3 Difference between Verbal and Non-verbal Communication

Both, verbal and non-verbal communication, are major components of communication. Both have their significant roles. Non-verbal means enhance the effectiveness of oral communication. They compliment to oral communication. But both are different in following ways:

Verbal Communication	Non-verbal Communication
<ol style="list-style-type: none"> <li>1. Verbal communication is organized, structured, and easy to study.</li> <li>2. Message is communicated through words.</li> <li>3. Symbols of verbal communication are universal.</li> <li>4. Non-verbal means can be used in oral communication. They enhance effectiveness of the message.</li> <li>5. It is fit for formal communication.</li> <li>6. Verbal messages have legal validity.</li> <li>7. Verbal message can be preserved for future reference.</li> <li>8. It is not possible to communicate with illiterate, deaf and dumb, or mentally retarded person through verbal symbols.</li> <li>9. Certain messages about ideas or concepts can be expressed through verbal communication only.</li> </ol>	<ol style="list-style-type: none"> <li>1. Non-verbal communication is unstructured and difficult to study.</li> <li>2. Message is conveyed through signs, signals, gestures, posture, etc.</li> <li>3. Non-verbal symbols vary from culture to culture.</li> <li>4. Non-verbal communication is free from words.</li> <li>5. Non-verbal communication is unfit for formal communication.</li> <li>6. Non-verbal messages have no legal validity.</li> <li>7. It is not possible to preserve non-verbal message.</li> <li>8. Communication is possible with illiterate, deaf and dumb, or mentally retarded person through non-verbal communication.</li> <li>9. Non-verbal behaviour can express a person's mood, attitude, feelings, likes or dislikes for something only.</li> </ol>