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Introduction to Communications

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### Chapter 5 Case Study

1. One form of nonverbal communication I notice before reading the conversation is that Jason is at the head of the table, signifying his leadership position. An example of nonverbal communication that regulates turn-taking is when Victoria nervously pulls on her bracelet. This action suggests that she is relatively low on the hierarchy and may not present ideas frequently. Several times Bill shows his disinterest in the group's project through nonverbal communication; from using his PDA while others are speaking to him, tearing down Victoria's ideas without looking at her shows that he is unhappy with some aspect of the group. Erika and Jensen's nonverbal communication indicates that they are active members of the group and have a great relationship with one another.
2. Bill and Victoria seem to have an almost adversarial relationship based on their nonverbal interactions. Victoria constantly looks at Bill throughout the conversation even though he has not spoken. Bill never looks up at Victoria while berating her suggestions. Bill is unresponsive and shows his dislike for the topic throughout the meeting. Jason's nonverbal interactions with everyone in the group exemplify his leadership. For instance, the look he gives Erika shows that he wanted her opinion before giving her any instructions. In addition, when he turns his chair to look at Bill, it presents a commanding tone without him saying a word. Erika and Jensen have a great relationship based on their nonverbal communication. They show significant signs of being responsive. For

example, Erika pantomimes her tipping her hat to him after he verbally complimented her.

3. Bill's PDA is an artifact that is the catalyst between the small feud of Bill and Jason. Bill's attention is taken away from the group's conversation by the PDA. Both Victoria and Jason notices this distraction. This PDA causes two different complaints in the conversation.
4. If I were the sixth member of the team, I would remove Bill from the group after the second warning. Someone who doesn't buy into what everyone else is working toward will only become a burden. At the same time, I would follow him outside to see if I could figure out why he was so upset. I would try my best not to offend him to be more open to explaining his mental state.