Business Communication

Mediated Message-Nonverbal

The purpose of this activity is to analyze nonverbal communication in mediated contexts. As a group, discuss the following questions and prepare a response to share with the class.

1) Mediated messages often deprive us of important nonverbal communication cues. Discuss what nonverbal cues are present and absent in the mediated contexts (telephone, e-mail, handwritten messages) used by members of your group.

2) List substitutions that people make for missing nonverbal cues (facial expressions, tone of voice, touch, spacing) in mediated contexts. How effective are these substitutions?

3) Describe why you think it is easier or more difficult to detect deception in mediated contexts.

4) Discuss the messages conveyed by the use if time in mediated context (Example: the length of time taken to return a phone call or an e-mail). Include both intentional and unintentional messages.