



## Verbal and Non Verbal Communication Skills – A Case Study

*Dr. Rehfit Naz Kosar*

Assistant Professor SCS GDC Mendhar Department of Urdu

Email: [dr.rehfitnaz2018@gmail.com](mailto:dr.rehfitnaz2018@gmail.com)

### ABSTRACT :

Spoken communication can be a conversation, a meeting, or even a speech. Spoken communication is powerful in that it allows for input from every part of the social communication model. You encode your thoughts into the spoken word and look to your audience to decode and take the message in. You can ask for feedback directly to confirm understanding of your message. In a world where we do most of our talking by email and text, spoken communication is a breath of fresh air. Leverage the power of spoken communication to create relationships—you can establish a rapport and a sense of trust with your audience when you speak with them. Spoken communication allows you to bond on a more emotional level with your listeners. Spoken communication also makes it easier to ensure understanding by addressing objections and clearing up misunderstandings: you can adjust your message as you communicate it, based on the feedback you're getting from your audience. Spoken communication allows you to walk away from a conversation with a higher degree of certainty that your message was received.

**Keywords:-** Skills, Education, Learning , Speaking

### Introduction:

It is seen that one of the main reasons for a student's performance depends upon how motivated the student is and this can be caused by a variety of circumstances. It is well known that students follow the teachings or gain knowledge more effectively from those teachers who inspire them to do something and motivate them to develop themselves and keep improving. The way professors or teachers present information plays an important role in significantly impacting students' motivation. Developing or inventing new ways to teach students can help professors to generate curiosity or eagerness among students to participate in class activities more actively and frequently. To get kids to be more active and stick to the learning process they will need a lot of motivation. Some studies have shown that the teacher's quality of bringing the student into direct and instant involvement in classes has an impact on their student's motivation.

“Actions speak louder than words” one of the most used and popular proverbs means that people's actions show their real attitudes, rather than what they say, similarly there is a positive association between teacher communication and student motivation (challenging, non-verbal, understanding and friendly, encouragement and praise). It suggests that professors' and teachers' vocal and non-verbal actions are attached to some elements of a student's motivation. Teachers can start behaviors as an example for students which will help them to evolve the closeness-inducing skills of verbal and non-verbal immediacy by praising student effort, using humor during the classes, encouraging students to talk, and being open and willing to interact with students outside of class. There is always a clear link between the amount, quality, and type of non-verbal communication that must be used by teachers and professors when instructing.

By implementing more verbal and non-verbal communication techniques, teachers will be able to successfully affect the student's academic advancement more effectively. It is believed that by participating in this study, teachers will be able to improve their classroom communication skills by effectively using verbal and nonverbal immediacy to encourage students. Here there will be a benefit for both the parties the students and also the teachers because by using the verbal and non-verbal communication techniques by the teacher they will be able to make the classes more interesting and effective and the students will participate actively more in the class because they will find the class more exciting and friendly with their teachers. The process of communication consists of several elements like the sender, who starts the process of communication, then there is this second party the receiver to whom the sender sends the message then we have the message which is the main thing in the process because without the message there will be no communication, channels are very important because the sender has to choose the appropriate channel to communicate the message to the receiver, feedback is necessary for communication because without the feedback the process will be ineffective. It is said that if the sender is effective, accurate, clear, and complete then the receiver will accept, understand, and use the message regardless of the receiver. In a typical classroom, the professor or the teacher uses the art of communication with each student on daily basis. If the teacher or the professor is incapable to communicate ideas or knowledge with the students and are left on their own then those who are capable of learning independently will do so. We are thankful to God for a lot of things and we also should be thankful to God for one of the greatest gift that they have given to us and that is communication. Education and teaching involve efficient communication with the students to be successful among the various modes of communication in human communities. If a person has been appointed the sacred task of teaching then that person should be skilled in many areas, one of which is body language or non-verbal language. Communication is a vital component of our daily life. To share or express our thoughts, feelings, knowledge, abilities, and ideas we

communicate in a variety of ways. It is common to connect communication with words and sounds, although communication means the verbal and non-verbal exchange of information. One of the many aspects that contribute to good teaching is how professors and teachers interact with their students or pupils and how the students perceive the teacher's communication may have an effect on their effective and cognitive learning as well as their feelings throughout the learning process. Teachers' initial verbal and non-verbal responses increase pleasant and successful instruction contact with the students and also this contact with the students have direct implications on students' attitudes toward the teacher and the course or subject, as well as their eagerness to learn. Good communication skills are demanded from a person to be a teacher to fulfil the basic need for students' academic success and professional success in life. The basic fundamental behind the teacher and student success is the teacher's ability to communicate with pupils, parents, and colleagues. It is necessary for the teacher to must have good communication skills to help their students achieve academic success. Not having good communication skills disable, the teaching-learning process as well as the teacher's career mobility because if a teacher is not good in communication skills that means the teacher will not be able to transfer the knowledge, information, and facts with the students completely or effectively. Teachers who have poor or underdeveloped communication skills may lead to the poor academic performance of students and can create an unstable professional life after school. Good communication can help the teacher in boosting confidence of their own which supports the teacher in interacting more with the student and will minimize the potential of unkind feelings toward the teacher during the process of teaching and also the pupil in the process of learning. Being a teacher is not an easy job because it is very difficult for them to teach and control every student or pupil in their classes especially students from Kindergarten to Class 5th. After all, their teachers can't scold them as harshly as they can scold the students of Class 6 and above because these kids from KG to Class 5th are innocent and delicate, so they can get hurt easily or feel bad if scolded by their teachers that is why the teachers need to have good communication skills which helps them in creating an environment in the classrooms for effective interaction and communication between the students and the teachers which promote effective teaching and learning by them and also learning and development of the prerequisites of their desired professional goals. Here as we are only talking about good communication skills in terms of educational purposes that how a teacher's good communication skills can help in impacting the student or pupil's academic performance but good communication is not needed only for these academic purposes in life, but it is also very important in anyone's personal life as good communication skills defines someone's personality or their thoughts, good communication skills also makes sure and secure that everyone around you understands you and you understand those people, if you have good communication skills then it will be a lot easy for you to make new friends and have a good friendship with them for longer period not only in personal life, good communication skills smoothens the daily or routine functioning to its optimal best and it is seen in some people that if they are not good in communication skills they might have a little bit of stress for all the conversations that have gone wrong in their past so good communication skills helps in preventing or tackling those situations on their own from which we can say that having good communication skills will lessen the stress from someone own. The first interaction between teachers and students always happens in a classroom where we have seen that in classroom teaching there is a type of communication where the teacher and the student both interact with each other through the transfer of knowledge. As we know that conveying a message to someone else requires both verbal and non-verbal language which is why the teacher has to be careful and aware while using non-verbal communication. Selection of precise words is very important because what we speak, where we speak, and how we speak matters a lot, just for example if we speak 'fire' while camping and we shout 'fire' in a crowded place, in both cases we will have different reactions from the people around us, that is why the selection of words is very important while talking to someone or speaking somewhere else, especially in a classroom where the teacher has to communicate to his/her students every day and the students will also learn what they will hear from their teachers because that is why the students are present in the classroom to learn new facts, the information taught by their teachers. Some terms like 'I can't, it's impossible, never' are termed as negative terms which are not preferred by the teacher to speak in front of the pupils or students. It is said that 'Well begun is half done so if the teacher and the students have effective communication among them than half of the hindrances are solved because effective communication will ensure proper and complete transfer of knowledge to the students which is a good first step towards their successful academic procedure of learning. The teacher must be good in non-verbal communication because it is not only about the words that we speak but it is also how we present those words to the audience visually with our body language, body posture, eye contact, hand gestures, facial expressions, and more which includes in non-verbal communication. The teacher needs to give equal importance to non-verbal communication as given to verbal communication because when we speak the receiver or the other person not only listens to the words we speak but also watches the way you speak to them, like the distance between the teacher and the student must be properly maintained if the teacher is too close to the student it might make the student feel uncomfortable and if the teacher is too far from the student it might lose the interest of the student to hear it. So, if the teacher achieves to manage non-verbal communication components like distance, body language, body posture, paralanguage (tone, pitch), eye contact, facial expressions, and haptics (touch) they will be able to motivate students and make the classes or lectures more interesting, interactive and will also increase participation by the students in classes and it also helps the students to understand better. Students not only learn new information or different ways to solve some maths questions but also learn some habits which are influenced into them by their teachers. We have seen that some students try to mimic their teacher's specific lines, habits, or facial expressions that are done by the teachers, and the reason behind this mimicry because there might be some problem or something unusual that the students see in that teacher while teaching. The teacher will not notice these nonverbal or verbal mistakes or habits but the other person or the students will notice them. These habits not only affect the student or pupil's personality some other habits too like some teachers have this habit of scolding the students and getting furious in which their facial expressions and tone becomes harsh leads in leaving a bad impression on student and also scolding way too hard to the students till class 5th will make them sad as they are not that mature as compared to secondary or senior secondary students and college students

Non-verbal communication skills can't be judged based on someone's educational qualifications. Students come to schools and colleges to learn and gain knowledge but they can gain knowledge from anywhere like from the internet which can give you any information still parents and students prefer to come to schools and colleges for education because schools and colleges have learning environments. A learning environment is a physical place where a student learns or gains knowledge. So, for maintaining this learning environment the teacher must make sure that the 6 students are comfortable and enjoying the class while learning. Having a healthy learning environment in an educational institution is a must because a healthy learning environment impacts a student or pupil positively. Building a learning environment is very important for universities or schools the faculty of educational institutions must have an agreeable relationship with the students. Building this relationship with the students will develop communication

understanding between the students and the teachers; it will also improve the learning process and will help in achieving the academic goals more quickly and easily as the environment will ensure the proper communication between students and the teachers which will reduce the chances of misinterpreting between them. The teacher doesn't need only knowledge for teaching but he/she also needs the skills to transfer that knowledge to the students or pupils with their explanation that will be communicated orally and with certain actions to them. So, the teacher must have good verbal communication skills and non-verbal communication skills. It should be compulsory for educational institutions to have teachers and professors with good communication skills because it will affect the student's academic performance and also their academic success. To transfer the message completely it's not only up to the teacher but also up to the student how he/she interprets that message because if the student depends on their teacher it makes it difficult for the teacher to handle the pressure to transfer that knowledge to each student personally. To reduce this burden from the teacher's head the students must be active listeners. An active listener listens to every conversation completely, carefully, and appropriately so that he or she can interpret that message without any problem. If the teacher is explaining the knowledge or the facts straightforwardly and understandably to the students it will be easy for the students to understand the message completely. Communication requires the presence of mind because if the person is not listening to the other person carefully, he or she will not be able to give them feedback or response which will make the communication process ineffective. In a profession like teaching where the whole job is to share and teach the knowledge procured by the teacher to the pupils for the development of their knowledge and personality, so good communication for a teacher is considered a powerful tool for efficacy.

---

### Significance of the Topic

We always believe that people whose jobs are to meet new people and connect to them like a businessman requires communication skills but this isn't correct the actual professionals who meet more people than any other person are the teachers because they meet more than 100 students every day because of their professional routine. So, people who must be experts in communication skills have to be teachers because they have to perform one of the toughest jobs in the universe which is helping the students in shaping or forming their personalities and future by sharing the teacher's own knowledge and experiences which can only be effective if the teacher has good communication skills. We'll see here the impact of teachers' verbal and non-verbal communication skills on students' academic performance.

---

### Importance of Communication

Civilization is reflected in 3 priceless possessions of mankind, the 1st is the human ability to think, the other is his innate capacity to communicate and the 3rd is the specific competence to acquire and use the arbitrary symbol systems of language. The manifold gift of civilization and all the branches of human knowledge have their origin in his ability to think in abstract and to communicate abstract thoughts through arbitrary symbols of languages above all the other media of communication language is the most significant because human knowledge and relationships are gathered stood and imparted through it The process of communication permits us to use and reuse the experiences of others in present as well as in future we can draw the experience Annoyed from the past into the present and make it ready for reuse in future with the help of symbols of communication which thanked for some abstract idea. Communication is how people relate to one another. Society in general or an organization of any type cannot exist without the relations that are built and strengthened by communication. Throughout our lives, we are involved in communication situations. When we talk and work with our colleagues, friends, 8 subordinates, superiors, experts, teachers, students, family members, and people from all walks of life. When we listen to or deliver speeches when listening to the radio or watch the TV, when we buy or sell a product or service, when we manage our business, and when we are involved in any other activity, we are invariably involved in communication situations. Human behavior is dominated by communication in all aspects of life to such an extent that we can call him a communication system. With the help of dramatic inventions like the printing press, the telephone, the telegraph, the radio, television, and many other devices, we have made modern communication instantaneous and effective. The advanced technology of mass and television has attracted the attention of experts and specialists in many fields. The artist, poets, writers, artisans, articles, etc, are exposed to different subjects of interest through this technology and it helps them to concede new creative thoughts and ideas. The technology, skills of using media and some concepts of communication are useful to psychologists to investigate certain problems of human behavior and therapy. As the social and political order can remain constant or change through the effective use of communication media, political and social scientists are also interested in it. The political as well as social traditions, meets, customs, styles of living, morals, etc are passed from one generation to another audio changed or destroyed with the help of Communication and media. The success of any commercial man depends upon his deception and transmission of information regarding the market, production, the arrival of business houses, transport of Commodore material, government laws, insurance, banking, labor, innovations in modern technology, etc. Communication is one of those processes that is used every time and without it, two people will not be able to share their thoughts, feelings, and ideas. If a person communicates with a person then definitely, he/she will know something new from the other person. If you have good communication skills and you use those skills in communicating with other people in your working environment or in your professional life like in your office space that will help in building good understanding and relationships with your colleagues and juniors who will lead to growth and development in your profession. The Holy Quran says something very important in it which is regarding Verbal and Non-Verbal Communication, it says for example, for tolerant and poor people, it is stated: 'You would know them by their appearance' and says about the hypocrites: 'and you will know them by the tone of their speech. Also, Imam Ali (AS) said a beautiful line that "No one can hide anything in the unseen since it is evident in his/her face." Being a professional teacher means having the ability to engage in a practical, meaningful, and purposeful relationship with the students. No matter how knowledgeable a teacher is if he/she is not good in communication skills that means the teacher will not be able to share the knowledge with the students or with anybody else completely and effectively because of which the knowledge the teacher has will be not sufficient enough to teach students. Whenever we think about communication always verbal talk is flashed in our mind which is not completely true actually because we also communicate with our facial expressions or some actions which are called non-verbal communication used by us during speaking to someone else, we might not identify these actions or reflexes while talking to someone but the other person can see it easily. Thousand years back when humans did not develop the ability to talk orally with each other, then they use non-verbal communication like some

hand signs or facial expressions to communicate with each other. Non-verbal communication is a beautiful process of creating meaning using behavior other than words. We cannot say that verbal communication and nonverbal communication are different or opposite because in verbal communication the words can be homonyms which can change the meaning of the message to the other person but if we use non-verbal communication with verbal communication it can help us to send the message to the other person more effectively and accurately because non-verbal communication consists of various signs or expressions which define their meaning just accurately because they do not contain more than one meaning. Verbal communication means communicating using words that we mostly used in our daily life by oral communication and these words can be only transmitted to the other person with the help of only one channel which is sound or noise which is later picked by the receiver's ear. On the other hand, non-verbal communication can be used in many different forms like the smell, touch, etc. Non-verbal communication is frequently more subtle and more effective than verbal communication and can give messages better than words. For example, a smile conveys happiness much easier than words similarly if a person is angry we can tell that by looking at him because the person will be more active or high in power, and also the person will not be in a mood to talk to someone. Much of the information is shared or transferred through the complex combination of appearance, posture, limb movement, sight, and facial expression. Most time the person to whom we are talking does not address the body language at that time because he/she is more focused on the words but the addressee receives the profound effects of the issue without being aware of it. So, the people who can use these skills can show the other person the right direction in which if the person will work, he/she will be able to achieve their goals, we might have seen a consultant who helps other people in solving their personal or professional life by giving them the right advice or showing them the right direction, which can help the person in getting out of that problem that he/she was having before consultancy. We might have noticed in some people that when we met them they have that energy, attitude and a way to meet might be a handshake, hug, or pat on the back which kind of makes us comfortable and energetic around them, so we can say that non-verbal language has the power to transfer the attitudes and feelings of people to others and in many cases can be even more effective than verbal messages or verbal communication.

---

### **The Role of a Teacher**

One of the most important qualities of a good teacher is the ability to communicate effectively with their students while they are in the classroom. The majority of the observed stress in the classroom is a direct result of a lack of appropriate communication. Good communication skills, including non-verbal communication skills, are required in the classroom for tasks such as classroom administration and the constructive resolution of conflicts in a constructive manner. Teachers can play a significant role in the success of their students by utilizing this ability. The teachers draw the attention of the students to more understanding by using non-verbal language. They also use it to motivate the students and even bring excitement to the bored students. Unconsciously, the students pick up on the teacher's non-verbal cues; they immediately recognize that the person standing in front of them is either teaching with all of his/her might or is continually waiting for the class to be over. Non-verbal communication can either be a repetition of messages conveyed verbally, making verbal communication more prominent and specific, or it can complete verbal communication. As a result, it is important to note that non-verbal communication can either supplement or replace verbal communication. Human beings rely on non-verbal behavior to complete their interpersonal interactions; they use it to determine when it is appropriate to speak, when it is appropriate to let others speak, and when it is appropriate for them to speak. Teaching requires a wide range of communication skills.

---

### **The act of communicating as a procedure**

The idea of impulse in the mind of the communicator is the source of the communication process. The communicator transmits the message to the receiver in others to get the response. The ideas of the message in the mind of a communicator must be clear. If the communicator himself is not clear or certain about the message, he has to transmit his message with a lack of clarity and completeness. This lack of clarity and completeness is a kind of semantic noise. The receiver is likely to receive a wrong message if the communicator does not overcome the semantic noise. Semantic noise is the process of communication that can be defined as any interference with the transmission or reception of the intended meaning by the communicator. While receiving the message, the semantic noise occurs when the receiver's interpretation of the message is likely to be at variance with the intended meaning in the mind of the communicator. There are three primary components involved in the act of communicating: signalling (the role of the teacher), messages (the role of the teacher), and the receiver (student). As a result, the first step is for the instructor to communicate with the students, who will serve as the message's receivers, either directly or through the use of various teaching aids. The following step requires the students to respond to the teacher's messages and then send a new message to the teacher, who serves as the recipient of the message. The fact that the relationship between a teacher and a student in the classroom is a complicated human one is an important aspect to keep in mind throughout the process of communication. There are a variety of approaches that go into the process of establishing this communication, such as verbal and non-verbal modes of communication

---

### **Verbal communication in the context of education**

Genuine relationships, which can be formed through speaking and conversation, are one definition of what constitutes this type of communication. For teachers to be successful, they need to pay careful attention to the words they use. People respond differently to each word, experiencing a range of emotions and carrying out a variety of actions as a result. When the words are used in the appropriate context, they will have an immediate effect on the audience's spirit as well as their physical body. Successful educators should be aware of the power of words and their impact on the audience, and they should avoid using words habitually without thinking about the implications of what they are saying. Also, conflict over 15 order is one of the factors that contribute to the failure of human interaction. For the instructor's comments to be insightful and useful, he needs to express his viewpoint using appropriate language and stay within the confines of the framework that has been established. Because of this, the person who is sending the message, in this case, the teacher, should first determine the structure of his message and then express his expectations of the students openly and honestly, using

words and tones that are appropriate. As a result of the educator's ability to articulate their thoughts in a way that is both clear and eloquent, the pupils are compelled to listen with respect and a willingness to participate, summarize the facts, consider how to solve the problem, and supply the educator's comment without experiencing any tension or boredom. The use of biased phrases, on the other hand, frequently gives the trainee a sense of stubbornness and humiliation, removes him from the cycle of learning and prevents him from deeply understanding scientific content thoroughly, and leaves the student with psychological effects that are irreparable. When it comes to choosing the appropriate words, the educator's intended concept needs to be conveyed in their exact words. When communicating verbally with an audience, it is appropriate to use an expression that is clear, concise, accurate, polite, correct, and rich in content. This will ensure that the speaker's intentions are correctly conveyed to the audience. Listening, speaking, reading, and writing is the standard components that make up verbal skills. Speaking is the most important and useful of these skills, and it has the most significant influence on oral communication with the audience. It also has the highest degree of importance. It is important to keep in mind that effective public speaking requires nonverbal communication, also known as body language, to have the desired effect on the audience. In interactive communication, where only words and phrases are used, and where the sender of the message does not employ any non-verbal communication methods such as facial expressions, eye contact, and the general condition of the body and hand movement, we cannot expect the audience to have a proper understanding of the message.

---

### Non-verbal communication during teaching

Our non-verbal communication accounts for more than half of the face-to-face exchanges we have. Without having to verbalize them, our feelings and attitudes can be communicated through sign language and gestures. There was a significant relationship between the teacher's successful execution of appropriate and timely verbal and non-verbal behavior, as well as the student's successful completion of assignments and positive behavior. The findings of this study suggest that there is a connection between the verbal and nonverbal communication skills of teachers and the levels of learning and motivation exhibited by their pupils. The most significant barrier that exists in the relationship between teachers and students is ambiguity in the language that teachers use. The majority of the obstacles that students and teachers face when trying to communicate at school are associated with other people. Imagine for a moment that the instructor has an upbeat demeanor that is suited to the level of the class. In that scenario, he or she has the potential to realize fruitful outcomes as a result of his or her communication with students. In addition to this, if the instructor uses demeaning language, his relationship with the pupils will deteriorate. A message can be conveyed through a person's physical appearance, eye contact, and facial expressions. In comparison to other types of non-verbal cues, the facial expression is by far the most effective. It provides us with a great deal of information regarding the emotional states of other people, to the point where some theorists believe that facial expression is the second most important source of information after language. Since communication always has two literal and conceptual levels of meaning, non-verbal communication frequently results in the formation of interactional concepts. A semantic level of communication is associated with this type of communication. It reflects cultural values. This assertion implies that the majority of non-verbal behaviours are learned through the process of socialization and can differ greatly from one culture and tradition to another. The conscious use of non-verbal language is not a show; rather, it enhances the effects of individual words. The audience will find the use of non-verbal language 17 more acceptable if it appears more natural. The relationship between the teacher and the students improves when the teacher is skilled in the use of non-verbal communication. In the classroom, some obstacles frequently arise in the way of efficient verbal and non-verbal communication. To communicate effectively, particularly in nonverbal communication, the educator must identify the barriers to effective communication and devise solutions to those barriers.

---

### Conclusion

Additionally, the objectives of the study as well as the definitions of any important jargon are presented in this research work. The scope of this explains teachers' verbal communication, non-verbal communication, teachers' talk, and motivation in learning. The definitions of key terms consist of teachers' verbal communication, teachers' non-verbal communication, and students' motivation in learning.

---

### REFERENCE :

1. Acquah (2006) and Tortor (2006) A Pedagogical Norm for Circumlocution in French. In S. Gass, K. Bardovi-Harlig, S. Magnan & J. Walz (Eds.), *Pedagogical Norms for Second and Foreign Language Learning and Teaching* (p. 221-39).
2. Ali, S.A.M. (2011). The use of non-verbal communication in the classroom. 1 st International Conference on Foreign Language Teaching and Applied Linguistics 1096-1099, May 5-7, 2011 Sarajevo Armstrong, S. W., & Hope, W. C. (2016).
3. Technical college teachers' communication and its impact on student motivation. *J of Education and Human Development*, 1, 24- 33. Ballester, E. P. (2015).
4. Verbal and nonverbal teacher immediacy and foreign language anxiety in an EFL university course. *Porta Linguarum* 23, 9-24 Bambaeroo, F., & Shokrpour, N. (2017).
5. The impact of the teachers' non-verbal communication on success in teaching. *Journal of advances in medical education & professionalism*, 5(2), 51-58. Barmaki, R. (2014).
6. Nonverbal communication and teaching performance. *Proceeding of the 7th International Conference on Educational Data Mining (EDM)*, 441-443. Brown, H. D. (1994).
7. *Principles of Language Learning and Teaching*, Englewood Cliffs: NJ: Prentice Hall. Bunglowala, A & Bunglowala, A. (2015).

8. Non verbal communication: An integral part of teaching learning process. International Journal of Research in Advent Technology Special Issue 1st International Conference on Advent Trends in Engineering, Science and Technology 8 Maret "ICATEST 2015", 371-375. Bunglowala, A & Bunglowala, A. (2015).
9. Non verbal communication: An integral part of teaching learning process. International Journal of Research in Advent Technology Special Issue 1st International Conference on Advent Trends in Engineering, Science and Technology 8 Maret "ICATEST 2015", 371-375.
10. Canale, M., & Swain, M. (1980). Theoretical bases of communicative approaches to second language teaching and testing. *Applied Linguistics*, 1 (1), 1-47. Caswell, C. & Neill, S. (1993).
11. Body language for competent teachers. Routledge. ii Celce-Murcia, et al.(1995).Communicative competence: A pedagogically motivated model with content specifications. *Issues in Applied Linguistics*, 6(2),5-3. Chaudhry, N. A. &Arif, M. (2012). Teachers' nonverbal behavior and its impact on student achievement. *International Education Studies* 5.4, 56-64.
12. Chaudhry, N. A. &Arif, M. (2012). Teachers' nonverbal behavior and its impact on student achievement. *International Education Studies* 5.4, 56-64. Darko, et al. (1997)
13. Communication strategies: Psycholinguistic and sociolinguistic perspectives. New York: Addison Wesley Longman. Dornyei, Z., & Thurrell, S. (1991). Strategic competence and how to teach it. *ELT Journal*, 45, 16-23. Encarta, 1998,
14. Strategies of target language learner communication: message adjustment. *IRAL*, 18, 59–71.Dahiya Kavita, & Luthra Anchal, Dept. of Management studies, SRM University, Haryana, *International Journal of Management and Business studies*, ISSN No-2231-2463, July-Sept, 2015
15. Faerch• & Kasper (1983) Two ways of defining communication strategies. *Language Learning*, 34 (1), 45-63. Fiordo, Richard (1990).
16. Communication in education. Calgary, Alberta: Detselig Enterprises Ltd. Fitriati et al., 2017; Mujiyanto, 2017, Communication strategies, foreigner talk, and repair in interlanguage. *Language Learning*, 30 (2), 417-431
17. Fredsonsoares dos Reis da Luz, Bridge water State University, Bridge water State University Project Publication, May, 1, 2015