## Activity 3

Part A

For each communication type below, write down a suitable form of communication medium. Think about equipment you might use in some of these situations.

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| **Communication** | **Medium** |
| A meeting with your supervisor in the workplace |  |
| A presentation to a small group of people in which you have lots of images to show |  |
| Getting an appointment at the doctor |  |
| Talking to your supervisor while they are overseas on a business trip |  |
| Networking with people in your industry |  |
| Keeping friends who live overseas up to date with your photos |  |
| Giving customers information about products and services |  |

Part B

Pick a situation in which you can discreetly observe two people in conversation. The interactions should occur in a workplace environment. Situations might include:

when you are out at a shopping centre, such as customers and salespeople

during this course, such as a trainer talking to a student or a co-worker

someone being served in a restaurant or cafe

people in a bank or other service workplace or environment.

The idea of this task is to watch how they communicate with each other **non-verbally**. Do not sit too close to the people you are observing – you do not want to be influenced by what they are saying. You could even sit outside and watch discreetly through a window.

Take some notes during your observation about how you think each person might be feeling and what the conversation could be about.

Remember to observe:

Their hands – what types of gestures are they making, where are they pointing; do they hold them out or touch their own face?

Their arms – do they fold them; do they wave them around?

Their eyes – do they make eye contact, do they look away, do they look down?

Their facial expressions – do they frown, smile, laugh, purse their lips?

Type up your notes and include these in your portfolio.