

Seneca College Audio-Visual Services Recommended Video/DVD List For:

Communication

To find other items in this subject area on the online catalogue, use the following headings:

Communication	Business Writing
Business Communication	Oral Communication
Interpersonal Communication	Communication in management
Body language	Intercultural communication

American business English/ESL: the fundamentals

PE1128 .A49 1998

226 minutes, 2 videocassettes

Advanced lessons of American business English with over 70 role-play business scenarios.

The art of listening (DVD)

BF323.L5 A78 2007

25 minutes

Uses family and workplace situations to teach good listening techniques. Illustrates the surprising value of silence, the need to find something of interest in the person speaking, and the importance of staying out of the speaker's way. Emphasizes the role of body language in listening, and the need to "listen between the words" for feelings. Shows how to improve communication through a series of eye-opening cross-cultural situations and teaches business etiquette by showing how to make and acknowledge introductions, the hidden message of the handshake, cubicle courtesy, and electronic etiquette.

Assert yourself learning to be assertive (DVD)

BF575.A85 A88 2007

38 minutes

The aim of this video is to show staff what assertiveness behaviour is and isn't, and how and when to be assertive. Assertive behaviour means saying what we want, need, feel, think or believe in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing - treating ourselves and those we work with as professional adults. It's the balance between passive and aggressive behaviour.

The basics of how to plan, write and give a winning presentation speech (DVD)

PN4193.B8 B37 2006

30 minutes

Based on the book: Your next speech: 75 ways to improve it.

Be ready to anticipate the moment. Feel the goals and aspirations of your audience and make the presentation of your life! Divided into three sections--planning, writing and giving a presentation, this training program will help you overcome the "presentation jitters" and deliver what the audience expects--a great speech!

Be prepared for meetings how to lead productive business meetings

HF5734.5 .B4 1991

24 minutes

Describes how to lead productive business meetings with emphasis placed on preparation, starting the meeting, how to stay on track, using visual aids, and closing.

Better meeting management for better communication (DVD) *Markham Campus*

HF5734.5 .B48 2002

22 minutes

Program based on the research and work of Dr. Paul R. Timm.

Body language I: beyond words (DVD)

BF637.N66 B63 2007

25 minutes

[Seneca streaming video](#)

Explores how we communicate through body movements, gestures and through our use of personal space.

Body language II : reading people (DVD)

BF637.N66 B63 2007

25 minutes

[Seneca streaming video](#)

Explores how we communicate through body movements, gestures and through our use of personal space.

Body language, non-verbal communication

BF637.N66 B6385 1994

25 minutes

Body language speaks louder than words if you know how to listen. This video covers land of space wars, tongue showing, invisible bubbles, subconscious gestures, silent language, the rules of eye contact, and invisible grammar.

Built to change how to sustain organizational effectiveness (DVD)

HD58.8 .B85 2006

54 minutes

Organizations are built for stability, not for change. But in today's highly competitive business environment, organizations must be ready to change -- and change frequently. They need to replace long-term planning with a succession of short-term advantages. They must increase their "surface area" with the outside world; drive leadership to lower levels in the company; and reward decision makers for change management as well as results. Lawler and Worley discuss methods for creating strategies, structures, communication processes, and human resource management practices that are designed to facilitate the ability of an organization to change.

Communicating assertively

RC489.A77 C63 1991

20 minutes

Illustrates six key techniques: Defining assertiveness. Broken record. I messages. No-lose problem-solving. W.I.N approach. ABCD's of dealing with criticism.

Communicating between cultures (DVD)

HM1211 .C648 2004

23 minutes

Some cultural assumptions lead to communication breakdowns that cause embarrassment, frustration, or even discrimination. This program shows how to improve communication in a series of eye-opening cross-cultural situations.

Communicating for results: how to be clear, concise and credible

HD30.3 .C635 1997

17 minutes

No matter what your role in the organization, communicating effectively is vital to getting things done and working productively with people. This video offers you 12 communication strategies that will help you get your messages accepted, understood and acted upon.

Communicating non-defensively

HF5549.5.C6 C58238 1994

24 minutes

Designed to aid both the giver and the receiver of criticism in understanding the other person's point of view. Uses a series of vignettes to illustrate common examples of defensive behavior. Shows steps to ease this behavior with the viewpoint of enhancing relationships with both subordinates and superiors.

Communicating with customers

HF5415.5 .C584 1997

21 minutes

Emphasizes the importance of attitude and direction relations with customers.

Communicating with people on the job

HF5549.5.C6 C5825 1997

25 minutes

This video will help you become the most effective person-to-person communicator in your organization. It's packed with ideas you can use right away. You'll learn that you can make your communication efforts succeed.

Communicating with people on the job (DVD) York Campus

HF5718 .C666 1998

25 minutes

This video will help you become the most effective person-to-person communicator in your organization. It's packed with ideas you can use right away. You'll learn that you can make your communication efforts succeed.

Communicating with tact, candor and credibility (DVD) Markham Campus

HF5718 .C63 2008

19 minutes

This program demonstrates how to use diplomacy to successfully communicate with co-workers, team members, and supervisors. Learn how to understand different conversational roles: the escape artist, the judge, the scientist, the beggar, the commander. Communicating with tact, candor and credibility covers topics including: rephrasing: making "talking points" tactfully; what to say: the art of scripting; lightweight speech patterns; and jargon-filled corporate speak.

Communication, the person to person skill

BF724.3.C6 C65 1990

38 minutes

Helps students learn communication skills that will improve relationships with friends, family and authority figures. Effective communication is the art of sending and receiving clear messages.

Communication skills: what everyone needs to know

HF5718 .C66 2006

30 minutes

This DVD is based on the accompanying book "Everyday communication techniques for the workplace: the right way to convey your message and have it understood" by Deborah S. Roberts.

Complaint handling (DVD) Markham Campus

HF5415.5 .C66 2007

Multimedia workshop

Effective complaint handling is a powerful tool for attracting and retaining customers. It is a skill that should be developed throughout organizations, but particularly by customer service personnel. However, complaint handling is often viewed in a negative light. In this Skill Builder workshop, complaints are presented as a positive opportunity for individuals and organizations to increase their competitive edge and build customer loyalty. The skills required to effectively handle complaints are also described.

The complete communicator: feedback day

HF5718 .C442 1998

23 minutes

Viewers will learn the importance of choosing the right time and place for feedback, avoiding personal comments, thinking what the feedback session must achieve and giving both positive and negative feedback.

The complete communicator: communication beyond words

HF5718 .C44 1998

35 minutes

Influencing isn't just about what is said and what is written, it is the non-verbal, unspoken communication that conveys the message. This program is about non-verbal communication in all its aspects.

The complete communicator: put it into writing

HF5718 .C445 1998

20 minutes

Explains the techniques required to improve written communication skills. Offers tips on the importance of gathering the relevant factual information, planning, identifying the purpose of writing, using an active voice, avoiding business jargon, using short sentences & paragraphs, checking & proofing.

Cross cultural communications (DVD) *Markham Campus*

HM1211 .C767 2004

36 minutes

Gives examples of how to communicate effectively with persons from different cultures.

Cross-cultural communication: how culture affects communication

HM1211 .C763 2004

20 minutes

[Seneca streaming video](#)

Issues in cross-cultural communication are examined including public behavior, taboos, power, stereotyping, time conceptualization, socialization, direct and indirect communication and high context versus low context cultures.

The customer service toolkit *Markham Campus*

HF5415.5 .C86 2006

75 minutes

"Kit includes a variety of video clips in each of these service categories: face-to-face (including field) & telephone, business-to-business & business-to-consumer, as well as employee-to-employee/internal customer service. Scenes take place in over 20 different workplace settings: office, call centers, government, health care, retail, hospitality, automotive/transportation, and financial services."

Delivery skills

HF5718 .W56 pt.1

20 minutes

Discusses the most common mistakes made by presenters, and shows how to correct them. Demonstrates the importance of proper stance, good eye contact, the value of gesturing and pauses in pacing your presentation.

Developing communication skills *York Campus*

HF5718 .D48 2000

22 minutes

Discusses the importance of communicating in the workplace, verbally and with e-mail.

Diversity and conflict management

LB1732.3 .E276 no.4

27 minutes

Most conflicts are "managed" rather than resolved, hence the name of this module, which starts with the hot topic of discipline. The discussion after each role play reveals hidden messages and miscommunications. A problem-solving process is explained and illustrated with examples of each component as they appeared in the role plays.

Doing business internationally the cross-cultural challenges

HD62.4 .D6 1992

45 minutes

Provides a solid foundation on which participants can build skills needed to conduct business in a variety of cultural settings and thereby meet the global business challenge.

Ecce homo: language (DVD)

P141 .L36 2003

53 minutes

Examines language in a historical context and as a political tool. Describes the effect that the printing press and the Internet have had on the ascendancy of English as the universal language, and the resultant disappearance of many other languages.

Ecce homo: writing (DVD)

Z40 .W74 2003

53 minutes

Traces the evolution of writing from its pictograph and hieroglyph antecedents.

Effective communication: the helping interview (DVD) *King Campus*

RT86.3 .H35 2008

19 minutes

Basic Components, Helper Qualities and Attending Skills illustrates effective attending skills including body position, eye contact, observation and active listening. Discusses warmth, genuineness, openness and empathy as necessary interviewing qualities. Presents the need for client respect and autonomy. System requirements: Quicktime.

Effective communication. It's your responsibility

HF5386 .E33 1997

32 minutes

Focusing on the role as both sender and receiver, six key actions are presented to improve skills and effectively communicate with peers in the work environment: listen to the speaker's perspective; listen to body language; listen precisely; listen to feelings and empathize; listen for more; listen to understand by giving feedback.

Establishing rapport *Markham Campus*

TX911.3.T73 E78 1996

18 minutes

Talks about how to establish positive customer relations through proper communication and identification of guest profiles.

First impressions: etiquette and work habits for new employees (DVD)

HF5389 .F57 2005

22 minutes

This video will save your students from common workplace blunders by showing them how to present a polished appearance, use positive body language, and demonstrate a can-do work ethic. Donna Panko, a professional corporate image consultant, shares her knowledge.

Five forbidden phrases

18 minutes

HF5415.55 .F56 1987

Whether it's a telephone conversation or a face-to-face confrontation, "Five forbidden phrases" offers the recommended cures to help eliminate these "turn offs"

Gender and communication (DVD) *Markham Campus*

HM258 .G45 2009

21 minutes

One aspect of the gendering process is how we learn to communicate. Based on the premise that males and females learn different ways to relate, this program investigates how communication styles fall onto a continuum of what society deems as masculine and feminine and what it means to deviate from the norm.

Getting what you want how to reach agreement and resolve conflict every time

HD30.3 .A5 1993

19 minutes

Learn the three steps to reach agreement every time and build supportive techniques to help connect and communicate with your audience.

Giving personal feedback

BF319.5.F4 G582 1993

13 minutes

Provides specific behavioral techniques for dealing with difficult situations encountered when giving personal feedback. Covers techniques on what to do when the person receiving feedback: is not motivated to listen, is uncommitted to action, gets angry, shocked or upset, and disagrees with you.

Global one

HD62.4 .G55 1999

45 minutes

Discusses how to conduct international business with emphasis on negotiation, communication, and understanding cultural differences.

Handling the difficult customer (DVD) *Markham Campus*

HF5415.5 .H36 2009

15 minutes

"In some workplaces, employees need to deal with really difficult customers or clients - often for lengthy periods of time. Psychologist Peter Quarry explains that we need to understand why they are being difficult and explore alternative ways to effectively deal with them. He considers: 1. Range of reasons why people are so difficult 2. Understanding the importance of the reasons 3. Exploring alternative ways to manage 4. Considering what service we provide 5. Wrapping up the difficult customer interaction effectively."

He said, she said: gender language & communication (DVD)

P96 .S48 T36 2004

50 minutes

Seneca streaming video

A video presentation for the classroom. Live video presentation of Deborah Tannen's seminal contributions to the understanding of gender, language and communication. Produced, edited and paced for curricular use in communication, linguistics psychology, sociology and other social sciences classes.

How to connect in business in 90 seconds or less (DVD) *Markham Campus*

HD69.S8 H6 2003

17 minutes

Defines the three key steps for creating an instant connection with people: Choosing an attractive attitude, sending the right signals, and getting them talking and keeping them talking.

How to develop effective communication skills *King Campus*

HF5548.8 .H69 2004

34 minutes

Viewers learn to build trust to communicate openly and fairly with others, remove barriers to positive communication, communicate nonverbally as well as verbally, develop better relationships through listening, use the five levels of listening, deal with conflict in the workplace.

How do I come across? The tool-kit to communicating

HF5382.7 .H69 2003

15 minutes

This video shows you how to sell your image like a product. You will learn how your thoughts, feelings and behaviour affect how you come across in an interview.

How to handle conflict and confrontation (DVD) *King Campus*

HD42 .H69 2006

79 minutes

Training video offers techniques to help resolve conflict in a business environment.

How to write and deliver great speeches: the Toastmasters international guide to public speaking (DVD) *Markham Campus*

PN4129.15 .H69 2006

35 minutes

This program covers the skills you need for writing and delivering effective presentations, whether you're speaking to a huge auditorium or within the confines of a business meeting or boardroom.

If I look confused and lost, it is probably because I am

HM258 .L86 1990

55 minutes

Dr. Jennifer A. Lund leads a cross-cultural communication training workshop that interprets for U.S. employees and professors the stages of cultural adjustment of foreign students and foreign nationals and how to improve communication with them.

If looks could kill: the power of behaviour *Markham Campus*

HM 132 .I45 2002

28 minutes

Reveals that behavior can be a powerful tool, or a dangerous weapon. We can use it positively for the good of all, or we can attack with negative behavior, to enrage, wound, scare or even kill. Don't allow your organization to be guilty of criminal customer service. Let this video show you how to use positive behavior to unlock the mystery of better service. How people behave when dealing with customers or colleagues can determine the success or failure of each interaction.

Influencing others (DVD) *Markham Campus*

HF5386 .I54 2007

Multimedia training program

Video-based training program. This Skill builder workshop provides a broad overview of the subject of influence at the conceptual level. It looks at how influence is exerted in general, and then focuses on four styles of influence people use. Understanding these styles will help you to be more influential.

Interpersonal communication & conflict (DVD) *King Campus*

BF637.C45 I58 2008

21 minutes

Defining conflict, this program explores its sources and destructive characteristics. It explains the role of communication in conflict, offers communication styles and tactics to reduce and resolve conflict, and presents a conflict scenario.

Introduction to critical thinking (DVD)

BF441 .I58 2008

25 minutes

Explores critical thinking. Covers the differences between critical and creative thinking; the characteristics of critical thinkers; the ways in which beliefs affect critical thinking; the use of language to clarify thinking; differences between fact and opinion; cause and effect; perceptions; and the uses of reports, inferences, and judgments in critical thinking.

The invisible meeting how productive was your last conference call? (DVD) *Markham Campus*

HF5734.7 .I585 2009

18 minutes

Holding an invisible (or virtual) meeting has plenty of challenges. Among these are: Coordination, distractions, surprise guests, missed body language, misunderstanding, and isolation. These can be prevented or minimized by the following virtual rules: Cyber coordinate, minimize noise, announce guests, get verbal feedback, use clear language, and be a team. Viewers will learn more about these challenges and solutions.

It's not what you say: mastering basic communication

P95 .I87 2003

26 minutes

This video helps viewers understand the difference word choice can make, what non-verbal communication is about, and the power of emotional tone.

- Large group presentations** 9 minutes
 HF5718 .W56 pt.4
 Discusses the common pitfalls of speaking to large groups and how to avoid them through appropriate positioning of lecterns, screens and speakers. Demonstrates the correct use of a microphone.
- Leading in a connected world (DVD)** 59 minutes
 HF5549.5.M63 L43 2010
 Professor Cross explains what high-quality, energy-building networks look like and how to manage your organization's interpersonal networks to drive business results.
- Life is a series of presentations: inspire, inform, & influence, anytime, anywhere (DVD)**
Markham Campus
 HF5718.22 .L54 2004 24 minutes
 Presentations are opportunities to inspire, inform and influence others. The video defines presentations as any type of communication, whether done through e-mail, voice mail, telephone, one-on-one interactions, or presentations to groups. This program shows how improving work place communications using the P.O.I.N.T Model can bring success in the business world.
- Listening (DVD) King Campus**
 BF637.C45 L578 2008 27 minutes
 Demonstrates the importance of listening skills in communication. Discusses interpersonal listening, elements of effective listening, types of listening, and strategies of how to improve listening skills.
- Listening--a key to problem solving** 27 minutes
 HD30.3 .L57 1992
 Emphasizes key barriers to listening and suggests solutions which may be tried when individuals don't listen effectively. Provides a realistic problem-solving exercise by presenting options and potential solutions to listening situations.
- Listening is number one** 24 minutes
 P95.46 .L595 1997
 Also called Six essentials of effective listening. Outlines levels of listening skills that determine success in both professional and personal life.
- Maintaining healthy relationships at work. 1. Communicating styles King Campus**
 HM1106 .M54 1996 33 minutes
 Discusses the basic elements of interpersonal relationships and specific actions that can be taken to maintain relationships that promote assertiveness, a positive work environment and better patient care.
- Make yourself heard [assertiveness skills for theatre staff] King Campus**
 R118 .M35 1996 13 minutes
 In three parts this video demonstrates the effect a submissive, aggressive and assertive approach can have on outcome. It demonstrates body language and how the choice of words can influence change. Shows how to avoid pitfalls and be confident that the right message is being sent.
- Management styles (DVD) Markham Campus**
 HD30.3 .M36 2008 17 minutes
 Management styles can be broadly categorized into four types: paternalistic, collaborative, authoritarian and delegative. The characteristics, benefits and disadvantages of each style are examined and provide a springboard for further discussion of management styles in relation to the diversity of staff found in any organization.

Managing across cultures avoiding misunderstandings and stereotypes

HM1211 .M3 2002

10 minutes

A British engineer has difficulty adjusting to the way work is done in Latin America. Discusses how avoiding stereotyping, asking detailed questions and paying attention to nonverbal cues will help to communicate better and avoid intercultural problems.

Managing change

HD31 .H692 no.4

28 minutes

Paul Cormier leads a discussion on how to satisfy upper management's demands for change and meet the needs of employees at the same time. He outlines the three steps in implementing change and various forms of communication are discussed.

Managing crisis communications (DVD) York Campus

HD49 .M36 1998

38 minutes

Goals of this training program are to establish and implement a clear, workable plan in the event of a crisis, to establish a cohesive team to manage all organizational communications and to provide every worker with a clear understanding of the policies and procedures for referring media questions to the appropriate source.

Managing diversity

HF5549.5.M5 M352 1995

28 minutes

Covers the five basic steps of the "Inclusive Communications Model" and shows how organizations can use it to increase employee teamwork and ensure that all workforce voices are heard.

The meeting of minds

HF5415.125 .M442 1973

15 minutes

Shows how improper communication can result in disappointment and frustration for the customer and lost business for the company.

Milady's soft skills (DVD)

TT958.M55 2007

2 DVDs

Milady's Soft Skills DVD Series is an "edutainment" series that presents soft skills subject matter in 23 concise segments including how to properly communicate with clients, read body language, and accurately communicate with coworkers. A workbook filled with activities to enrich each subject is also included.

The multicultural customer

HF5415.5 .M84 1993

22 minutes

Stresses cultural adaptability and emphasizes basic interpersonal skills: sensitivity, patience and flexibility. Offers over twenty strategies to help representatives adapt their traditional customer service skills to the global marketplace.

Nonverbal communication and culture

BF637.N66 N66 2005

22 minutes

Container: "Visual media for college & high school classrooms." This program examines nonverbal communication in different cultures. It looks at personal space; body language including gestures, inflection, eye contact, smiling and other facial expressions; and posture. It demonstrates how the same gesture can be interpreted in different ways.

Non-verbal communication in the global marketplace (DVD) Markham Campus

HF5549.5.N64 N6 2004

24 minutes

Focuses on the role of proxemics, objects, posture, gestures, and environment in nonverbal communication.

Perception

P90 .P45 1900z

28 minutes

Explore why people perceive things differently, learn how different perceptions can effect our communication, and discuss the importance of sharing our perceptions with others.

Power writing techniques for success

HF5718.3 .P68 1998

28 minutes

This video and viewer's idea guide offer powerful techniques to make writing easier and to help you and your organization succeed.

Powerful telephone tips

HF5718.P68 1996

87 minutes, 3 videocassettes

Improving telephone skills is one of the easiest, least expensive ways to save money, build sales, and increase productivity and efficiency. This video series will show you how to take advantage of "telephone power". Table of Contents: vol. 1. Making a powerful first impression (29 min.); vol. 2. Handling complaints and angry callers (29 min.); vol. 3. Increasing telephone efficiency and productivity (29 min.).

The power of persuasion (DVD) *Markham Campus*

HD30.3 .P69 2001

55 minutes

Robert Cialdini provides insights on what makes individuals successful in their attempts to persuade all manner of other people. Includes his six principles that lead to effective, ethical and enduring influence.

Principles of interpersonal communication (DVD) *King Campus*

BF637.C45 P75 2008

26 minutes

This video teaches effective methods of interpersonal communication, including how to manage conflict, how to provide valuable feedback, and how to respond to self-disclosure.

Questions and answers

HF5718 .W56 pt.5

7 minutes

Shows how to promote questions and how to disarm tough ones. Demonstrates a 3-step process for effectively answering questions viewers learn how to involve the entire audience in discussions.

Reading people: the unwritten language of the body *King Campus*

BF637.N66 R43 1998

23 minutes

Explores how we communicate through body movements, gestures and through our use of personal space.

Resolving difficult situations

HD42 .R47 1900z

22 minutes

Shows mindsets and paradigms that either help or hinder in resolving workplace conflicts and problems. Describes the necessary skills to resolve conflict, negotiate and generally work better with people.

Rude: where are our manners? (DVD)

BJ1533.C9 R839 2008

43 minutes

Most of us believe our world has become increasingly uncivil - kids are out of control, people talk on their cellphones everywhere, and profanity is part of everyday parlance ... Valerie Pringle tracks down the experts in her quest for a 21st century guide to manners, addressing some difficult questions along the way. Is the devolution of civility an unwanted side effect of the civil rights movement and the "me first" ethos that came out of the '60s? Or could our bad manners be a by-product of iPods, BlackBerrys and other new technology? Where did we go wrong - did we go wrong? - and is it possible to change?

Sharpening your business writing skills II

HF5721 .S493 1995

32 minutes

Provides instruction and guidelines in letter, report and proposal writing.

Speaking effectively-- to one or one thousand (DVD)

PN4121 .S678 1992

21 minutes

Presents four main components of public speaking: mental, visual, vocal, and verbal. The aim of the video is to help anyone to become a better, more accomplished speaker.

Speaking to one person or a roomful: proven techniques that will make you a master communicator (DVD) *York Campus*

HF5718 .S64 2004

22 minutes

In this entertaining program, the viewer will discover how to enhance your tone of voice and body language and learn the "exact words to say" and what to do in difficult situations.

Speaking without fear or nervousness

PN4121 .S63865 1995

98 minutes

Helen Sutton discusses why people fear public speaking, how to confront these fears, how to regain composure when it slips, how to build self-confidence in one's public speaking skills, and how individuals can psych themselves up before making oral presentations.

Staging

HF5718 .W56 pt.3

11 minutes

Discusses the proper use of lecterns, screens and flipcharts; problems with using overheads and how to resolve them; and tips for mastering the mechanics of visual props.

Straight talking: the art of assertiveness

BF575.A85 S6327 1991

30 minutes

Shows employees how to handle various situations in their organizations by exhibiting certain assertive behaviours. John Cleese demonstrates various methods of asserting oneself.

Teamwork essentials

HD66 .T443 1997

17 minutes

Learn practical skills to help overcome the five most daunting challenges when making presentations - the fear spiral, the talking trap, the unmotivated group, the unplanned interruption and the difficult person.

Upgrade your communication skills at work (DVD)

HF5718 .U64 2009

131 minutes

In this program, you'll learn the code of conduct that defines the modern professional.

We're all different getting a diverse work force to work well together (DVD)

HF5549.5.M5 W47 2008

38 minutes

This DVD gives you the tools, techniques, and up-to-the-minute information you need to foster a work climate of tolerance, acceptance, and understanding. Race, gender, age, culture, beliefs - we are all different, but in the corporate world, we all need to treat each other fairly and equally. This program is packed with ideas, how-to's, and solutions for helping your organization embrace diversity, quash discrimination, and create a positive work environment.

A world of differences understanding cross-cultural communication

P99.5 .W6 1997

35 minutes

Gestures from different cultures around the world are explored. People from many nations are shown performing all kinds of gestures and the different gestures that there are. Also explored are the meaning, function and origin of gestures.

A world of gestures: culture and nonverbal communication

BF637.N66 W67 1991

28 minutes

Entertaining exploration of gestures from around the world as performed by English-as-a-Second-Language students in California. Examples of gestures are given, some with contradictory meanings in different cultures; and the role of gestures in the learning of language is examined.

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