

# Guide To Managerial Communication.pdf

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3 Figure 2. Non-verbal Communication Different surveys have shown that non-verbal communication channels covers the 70% or even the 90% of workplace communication (Dumbrava and Koronka, 2009; Gabbott and Hogg, 2001). In addition, Butkeviciene et al. (2008) highlighted the importance of use of non-verbal components for business purposes as they have greater impact.

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3 OVERVIEW The Competency-Based Job Description Administrative Guide provides step-by-step instructions for completing a Competency-Based Job Description.

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