

Tuesday  
October 8, 2013

## Non-Verbal Communications: Can you Hear Me Now?

### LOCATION:

O'Callahan's/Shilo Inn  
50 Comstock  
Richland, Washington

**5:30 p.m.** - Check in/Networking  
(no host cocktail service)

**6:00 p.m.** - Buffet Dinner

**6:45 p.m.** - Presentation

### DINNER BUFFET MENU:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

### Cost:

\$20 ASQ members  
\$24 non members  
\$5 presentation only

Reservations are due October 3.  
E-mail [Panda\\_2@charter.net](mailto:Panda_2@charter.net) with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

For more information about our ASQ section and other upcoming events: [www.asq614.org/](http://www.asq614.org/)

## Kalle Hyrkas

### Certified Safety Professional

Did you know ...that in 30 minutes, two people can send over **800** nonverbal signals? Are your nonverbal signals contradicting your verbal language or reinforcing it?

Did you know ...that at much as 93% of daily human communication may actually be nonverbal? Where does that number originate? Dr. Albert Mehrabian, author of *Silent Messages*, conducted several studies on nonverbal communication in the 1960s, which found that 7% of any message is conveyed through words, 38% through voice, and 55% through nonverbal elements such as facial expressions, gestures, and posture. While there has been some debate about the exact statistics, it is believed that in reality between 60 and 70 percent of all meaning is derived from nonverbal behavior.



People in the public eye (politicians, professional athletes, celebrities, etc.) may try to control the way they are perceived by others. But sometimes the truth leaks out through an uncontrolled gesture, facial expression, eye movement or other non-verbal giveaway.

Body language can affect not only our perceptions of others but also the impressions we make on others. As the saying goes: You never get a second chance to make a first impression.

How effective are you in your communications with others? Do you find that you seem better able to communicate and get your ideas across more effectively at work than at home with family members? Or perhaps the opposite?

Join us on October 8, when Kalle Hyrkas will explain and demonstrate various body language signals to help us all become better communicators.

*About the Speaker: Kalle Hyrkas is a Certified Safety Professional (CSP) with more than 30 years of experience on the Hanford Nuclear Site. His areas of expertise include training, operations, safety, emergency preparedness and performance-based assessments. Kalle is an authorized OSHA instructor for the University of Washington, in conjunction with whom he coordinates and provides safety and health training in many topic areas. He also provides OSHA 10 and 30 Hour training courses in Construction and General Industry. Kalle often conducts training on health and safety topics as well as teamwork and professional development.*