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Improving Conversations at Workplace



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EDITORS

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Chapter 9

Silence as an Effective Tool of Communication at Workplace

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Abstract

A most useful communication tool and a very important aspect of non-verbale communication. One can convey a lot by saying nothing. Silence allows to think, breathe, listen and hold for content of the listener. It reflects a deeper and more thoughtful response. Silence can also act as a barrier where conversations are avoided, delayed or are in aggressive form.

Keywords: Silence, Communication, Workplace

The absence of sound can undoubtedly serve as a potent means of conveying messages and sentiments, frequently expressing significance and sentimentality without the need for spoken expression (Kenny, 2018). Here are several methods by which silence can be interpreted and employed as a means of communication:

1. **Reflective Silence:** Individuals employ silence to ponder upon a circumstance, thought, or remark. It might be a moment of introspection and reflection where the person remain in silent to undergo some thoughtful process.
2. **Comfortable Silence:** In certain relationships, particularly those that are profound and intimate,

