

## Exhibit 2.9, Difference Between Verbal & NonVerbal

<b>Subject</b>	<b>Verbal Communication</b>	<b>Non-verbal communication</b>
<b>Definition</b>	It is a process of communication through words.	Communication without using words of writings known as non-verbal communication.
<b>Formality</b>	Degree of formality is more than non-verbal communication.	It is less formal, in fact in case of non-verbal communication no formality is maintained.
<b>Evidence</b>	It has legal evidence.	It has no documentary evidence.
<b>Scope in business communication</b>	<u>It's</u> scope is larger than non-verbal communication.	It's scope is limited in business communication.
<b>Media</b>	Face to face conversation, conversation over telephone, meeting, video conference, interview, etc are different media of verbal communication.	Facial expressions, body language, gestures, silence etc. Are used as media of non-verbal communication.
<b>Consistency</b>	It is more consistent in nature.	Lack of consistency is a major feature of non-verbal communication.

