

13. Correct. The answer is true. Adler (1997) suggests that words communicate 7% of meaning, tone of voice 39%, and the rest is conveyed through nonverbal means such as gesture, posture, and facial expression. The nonverbal portion may re-enforce, contradict, or help clarify the verbal portion. If the nonverbal actions contradict the verbal, the nonverbal is more likely to be the true signal.