

ABSTRACT

This study investigates the role of verbal and non-verbal communication in the teaching process at SMP Panca Budi Medan. Using a qualitative descriptive approach, data were collected through interviews, classroom observations, and video analysis. The results show that experienced teachers use both communication forms more effectively than pre-service teachers, leading to better student engagement. Non-verbal cues such as gestures and tone significantly support learning. These findings highlight the importance of communication training in teacher education.

Keywords: verbal communication, non-verbal communication, teaching, teacher experience.