

Good Morning

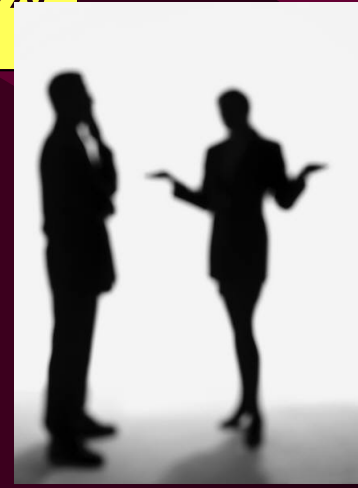


Nonverbal Communication



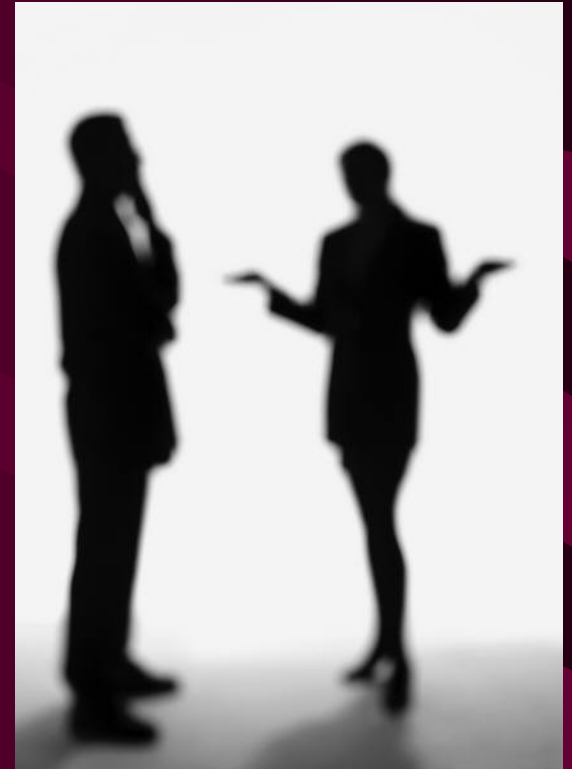
THREE LEVELS OF COMMUNICATION:

1	VERBAL COMMUNICATION	7%
2	VOICE INFLECTIONS	38%
3	NONVERBAL BEHAVIOR	55%



Interpreting Non-Verbal Communications

- 7% Verbal
- 38% Way words are said
- 55% Facial expressions



Activity - 1

1. Write on a paper “I rode bicycle and fell down”
2. Pick 5 volunteers from the class.
3. Show the paper to the first person and ask him to act it out to the next.
4. The action continues till the 5th person.
5. After every person completes the action, ask the first person to read out the sentence.
 - (As each one acts it out, the conception change)

Be clear in Non-verbal communication

Video of the Activity:

<https://www.youtube.com/watch?v=D-YHC8b6Hjk>

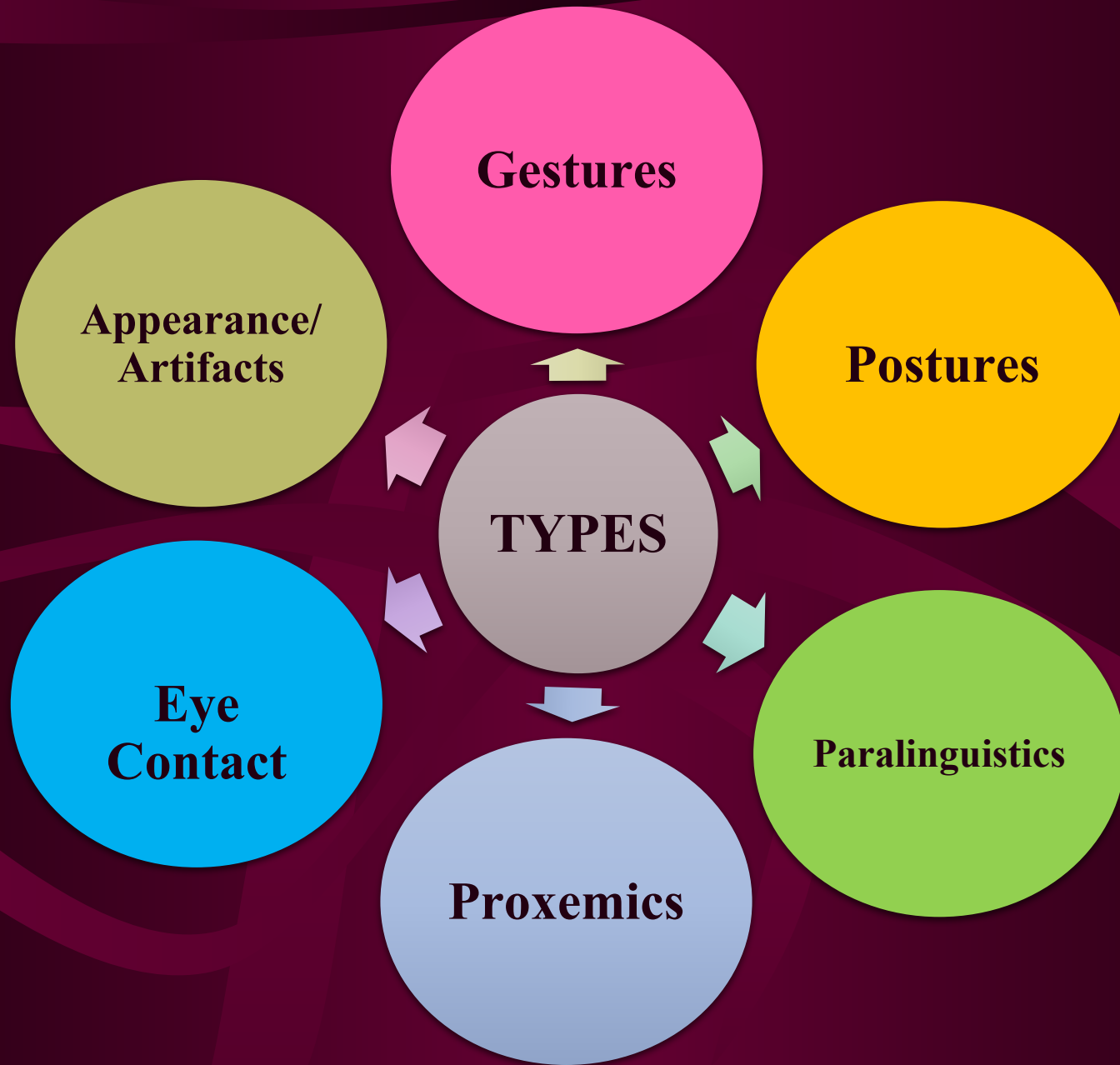
Activity - 2

1. Group to be formed with 5 members in each group.
2. Ask the leaders to pick a slip from the following:
Gesture, Posture, Eye contact, Dressing, Body Language, Facial Expressions
3. The team can either
 - Demonstrate the posture and the class can identify
 - They can browse through and present informative points related to the Topic
 - Role play can be done

* • Types of Nonverbal Communication

- 1 • Communication by Body Language
- 2 • Communication by Gestures
- 3 • Communication by Posture
- 4 • Communication by Facial Expressions
- 5 • Communication by Human Behavior
- 6 • Communication by Touch
- 7 • Communication by Dress and Grooming
- 8 • Communication by Proxemics
- 9 • Communication Through Signs and Symbols
- 10 • Communication by Charts, Maps and Graphs
- 11 • Communication by Posters
- 12 • Communication by Colors
- 13 • Communication by Silence

Types of Non-Verbal Communications





GESTURES

A **gesture** is a form of non-verbal communication or non-vocal communication in which visible bodily actions communicate particular messages, either in place of, or in conjunction with, speech. **Gestures** include movement of the hands, face, or other parts of the body.

SOME GESTURES TO BE BEWARE OF:

- **Swinging your foot or leg, twirling your hair, touching your mouth and gnawing at your bottom lip are all indicators that you are uncomfortable. Keep your feet stable and your hands away from your face. You will instantly appear more composed.**



- **Faking a cough when asked a difficult question suggests “stalling”. Instead, take a moment to respond and if you are not sure, or need more time to think about it, be honest and let the interviewer know you will need some time to formulate an appropriate response. You can also say, “I am not familiar with that project but I will certainly look into it and get back with you.”**



SOME GESTURES TO BE BEWARE OF:

- Crossing your arms across your body signals uneasiness or aggression. Keep your arms neutral, and allow your wrists to rest on the table.
- Slouching in your seat delivers a negative message. Do what your mother taught you and, “Sit up nice and straight.” Good posture is a habit you cannot afford to skip.
- Avoiding eye contact is a clear sign that you have something to hide. If you’re fighting nervousness, you can always focus on the area between his or her eyes, which gives the appearance of direct eye contact.



- . A weak handshake or too strong a handshake sends the message of insecurity.
- . Your tone of voice is telling. If you speak too softly or mumble, you appear unsure of yourself. Practice a strong tone and confident composure with a friend or family member before your interview.
- . Respond in a focused, organized manner (you'll feel more confident if you've done your research).



POSTURES



BODY LANGUAGE

A . Posture :-



- The first important aspect of kinesics is posture.
- Standing or sitting in a relaxed professional manner is a positive posture nonverbal.
- Also, being comfortably upright, squarely facing an audience, and evenly distributing your weight are all aspects of posture that communicate professionalism, confidence, attention to detail and organization.

Body Posture

- The movements of your body symbolise your attitudes and feelings. We use body language along with verbal communication to reinforce and add clarity and meaning to the message being conveyed.
- Body language involves gestures with hands and arms, facial expressions, eye contact and much more.
- Posture - can be used to more effectively communicate your information.



Body language

Defensive



Arrogance



Annoyed



Are you being defensive? - I don't think so!

Irritated



Happy



Confused



Worried



Effect of Postures on Physical Health



The Posture Theory Animation ©

HOW TO READ BODY LANGUAGE

1. Raised eyebrows often signal discomfort.

2. If their voice goes up or down, they're most likely interested.

3. Eye contact shows interest – both positive and negative.

4. But if they look into your eyes for too long, they might be lying.

5. Crossed legs are usually a sign of resistance and low receptivity.

6. If they mirror your body language, the conversation is probably going well.

7. Look for a lack of crinkles around the eyes to detect a fake smile.

8. If they're laughing with you, they're probably into you.

9. Expansive, authoritative postures show leadership.

10. A shaking leg signals a shaky inner state.



The Importance of Body Language

Body language can play five roles.

1. It can affirm and testify what we are saying.
2. It can communicate a contradiction.
3. Body language is very effective substitution to verbal communication. Our eyes can communicate a lot.
4. Body language can further enhance the impact of verbal communication. In case, tapping the back of a person in addition to verbal acclamation can work wonder.
5. It is an important tool for accenting a message. For example, pounding the table during verbal communication can accent the message.



10 TIPS TO IMPROVE BODY LANGUAGE



SMILE



**KEEP AN OPEN SPACE BEFORE YOUR UPPER
TORSO**



HAVE EYE CONTACT



BE COMFORTABLE IN YOUR SPACE



MINIMISE MOVEMENT THAT DISTRACTS



BE OPEN WITH YOUR EMOTIONS



SLOW DOWN YOUR PACE



BE INCLUSIVE IN YOUR ACTIONS



**PACE YOURSELF TO MATCH THE OTHER
PERSON**



MAINTAIN CONFIDENT BODY LANGUAGE

PARALINGUISTICS

Paralinguistics refers to vocal communication that is separate from actual language.

Consider the powerful effect that tone of voice can have on the meaning of a sentence. When said in a strong tone of voice, listeners might interpret approval and enthusiasm. The same words said in a hesitant tone of voice might convey disapproval and a lack of interest.



Paralinguistics

This area of nonverbal communication includes vocal elements such as:

- Tone
- Pitch
- Rhythm
- Timbre
- Loudness
- Inflection

Proxemics

People often refer Proxemics to their need for “**PERSONAL SPACE**” which is also an important type of nonverbal communication.

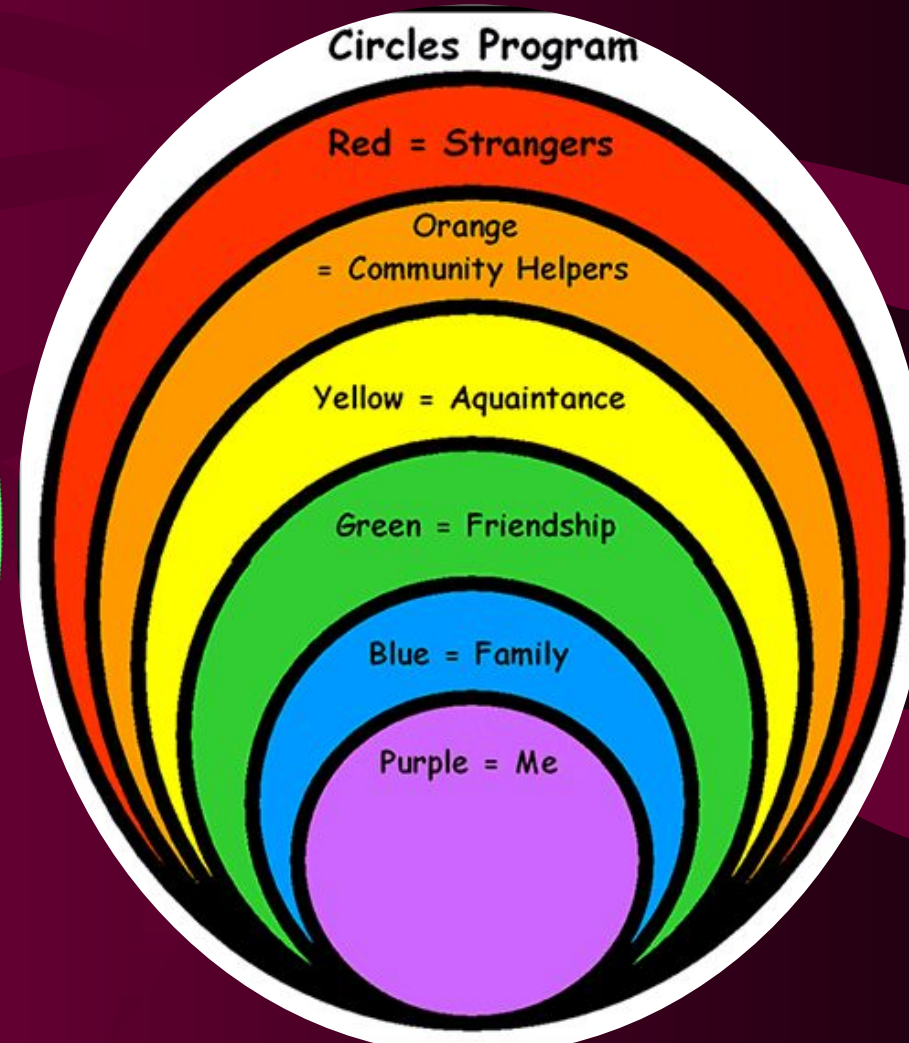
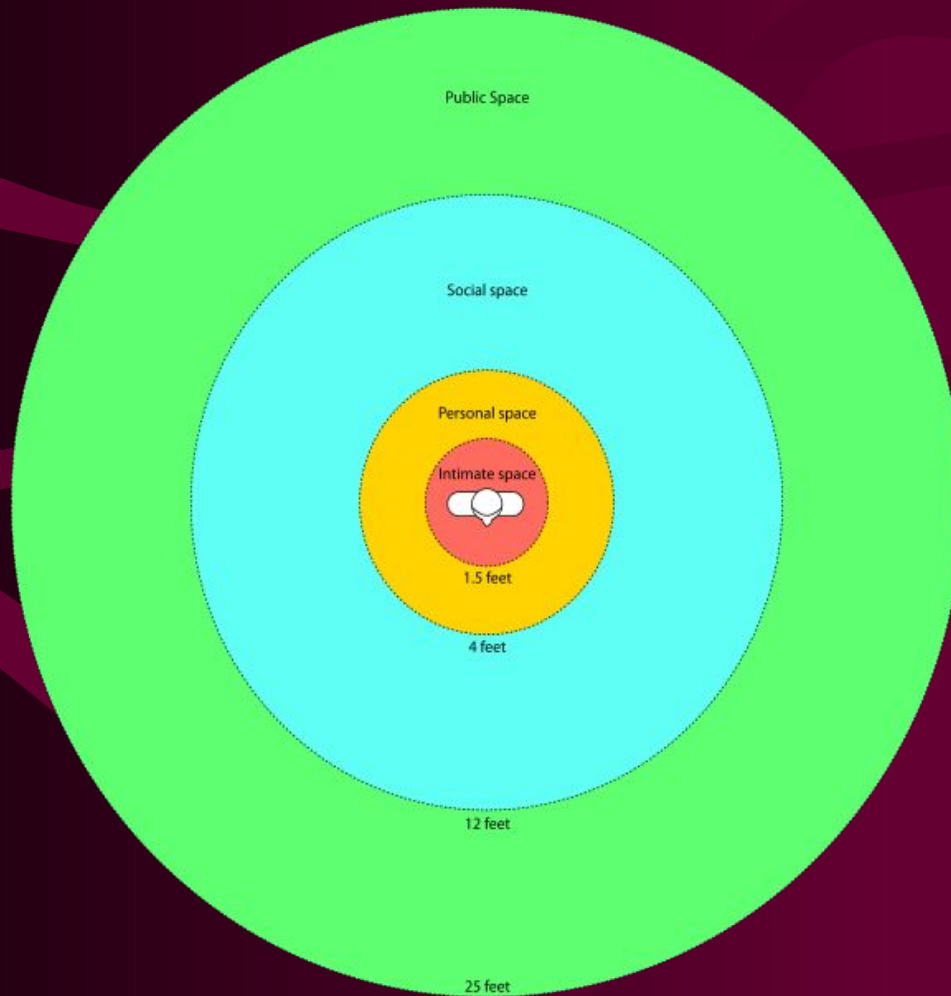
The term proxemics refers to the distance between people as they interact. Just as body movements and facial expressions can communicate a great deal of nonverbal information, so can this physical space between individuals.

Proxemics

The amount of distance we need and the amount of space we perceive as belonging to us is influenced by a number of factors including social norms, cultural expectations, situational factors, personality characteristics, and level of familiarity.

For example, the amount of personal space needed when having a casual conversation with another person usually varies between 18 inches to four feet. On the other hand, the personal distance needed when speaking to a crowd of people is around 10 to 12 feet.

Levels of Distance



Four Levels of Distance

Anthropologist Edward T. Hall described four levels of social distance that occur in different situations:

- **Intimate distance - 6 to 18 inches**

This level of physical distance often indicates a closer relationship or greater comfort between individuals. It often occurs during intimate contact such as hugging, whispering, or touching.

- **Personal distance - 1.5 to 4 feet**

Physical distance at this level usually occurs between people who are family members or close friends. The closer the people can comfortably stand while interacting can be an indicator of the intimacy of the relationship.

Four Levels of Distance

- **Social distance - 4 to 12 feet**

This level of physical distance is often used with individuals who are acquaintances. With someone you know fairly well, such as a co-worker you see several times a week, you might feel more comfortable interacting at a closer distance. In cases where you do not know the other person well, such as a postal delivery driver you only see once a month, a distance of 10 to 12 feet may feel more comfortable.

- **Public distance - 12 to 25 feet**

Physical distance at this level is often used in public speaking situations. Talking in front of a class full of students or giving a presentation at work are good examples of such situations.

- It is also important to note that the level of personal distance that individuals need to feel comfortable can vary from culture to culture



Eye Contact

The eyes play an important role in nonverbal communication and such things as looking, staring and blinking are important nonverbal behaviors.

When people encounter people or things that they like, the rate of blinking increases and pupils dilate. Looking at another person can indicate a range of emotions including hostility, interest, and attraction.

People also utilize eye gaze as a means to determine if someone is being honest. Normal, steady eye contact is often taken as a sign that a person is telling the truth and is trustworthy. Shifty eyes and an inability to maintain eye contact, on the other hand, is frequently seen as an indicator that someone is lying or being deceptive.

Try and relax as much as possible. ...

Focus on one eye. ...

Find a nearby spot to fix your gaze. ...

Break your gaze to nod, or make
other gestures while listening. ...

Try to keep your eyes focused while
you talk as well as listen.

Artifacts/Appearance

Dress is considered an aspect of non-verbal communication and has social significance for the audience.

Dress also includes the things that people wear such as jewelry, ties, handbags, hats and glasses.

Clothing conveys nonverbal clues about a speaker's personality, background and financial status.

Your clothing style can demonstrate your culture, mood, level of confidence, interests, age, authority, values and sexual identity.

Consider how clothing style might send a negative message. A sloppy appearance, messy hair and wrinkled clothes sends the message, "I don't care," while appropriate attire demonstrates the importance of the occasion .

A tight dress with a low-cut neckline might appear attractive but not convey the right message for a serious public speaking event.



Streetwear



Casual



Business
Casual



Smart
Casual



Business /
Informal



Black Tie /
Semi-Formal



Well Groomed

Friendly Smile

Well Dressed

Confident
handshake

Confident
Body Posture



← Trimmed Haircut

← Clean Shaved

← Warm Smile

← Feel Of Confidence

← Formal Dress

← Firm
Handshake

↔ Correct Body
Posture

Appearance

- First impression is last impression
- It is important in professional communication
- Effectiveness of presentation, meetings, depends on it
- clothing, hairstyles, and other factors play role in appearance
- Researchers have found that appearance suggests earning, interest, event, mood etc of human being



Advantages and Disadvantages of Nonverbal Communication

Advantages

- ☐ Clear explanation
- ☐ Knowledge transfer to deaf and dumb persons
- ☐ Exchange of feeling
- ☐ Time saving
- ☐ Aid to verbal communication
- ☐ For illiterate people

Disadvantages

- ☐ Problem in feedback
- ☐ Incomplete communication
- ☐ Lack of flexibility
- ☐ Encoding and decoding problem
- ☐ Absence of permanent record
- ☐ Differences in nonverbal cues across culture

Tips for Improving Nonverbal Skills

- ❑ Establish and maintain **eye contact** to show your interest, attentiveness, strength, and credibility
- ❑ Use posture to **show interest**
- ❑ Improve your **decoding skills**
- ❑ **Probe** for more information
- ❑ Avoid assigning nonverbal meanings out of context: **don't interpret nonverbal behavior if you don't understand situation or culture**
- ❑ **Associate** with people from **diverse cultures**
- ❑ Appreciate the power of **appearance**
- ❑ **Observe yourself** on videotape
- ❑ Enlist friends and family: **ask them to monitor you**