**Communicating nonverbally**

* **Nonverbal communication behaviors**
  + Bodily actions and vocal qualities that typically accompany a verbal message
  + Works in conjunction with verbal
  + Nonverbal and verbal language can contradict one another
  + Nonverbal communication is inevitable
  + Primary conveyor of our emotions
  + Ambiguous
* Emoticons
  + Types symbols that convey emotional aspects of an online message
* Kinesics
  + The interpretation of how body motions communicate
* Gestures
  + Movements of our hands, arms and fingers that we use to describe or to emphasize
* Illustrators
  + Gestures that augment a verbal massage
  + It was this big!
* Emblems
  + Gestures that can substitute for words
  + Waving hello
* Eye contact (oculesics)
  + We use our eyes to express emotions
  + Culture depends on whether we maintain eye contact
  + Avoiding eye contact can be a sign of respect or obedience
  + We tend to trust people more who maintain eye contact
  + What perceptions do we have of people who do not maintain eye contact?
  + More eye contact occurs when someone is displaying feminine behavior
* Facial expression
  + Arrangement of facial muscles to communicate emotional states or reactions to messages
  + The face made up of hundreds of muscles
  + These muscles tell us a lot about how a person is feeling
* Posture
  + Position and movement of the body
* Body orientation
  + Posture in relation to another person
* Body language can tell us a lot about a person’s relationship with other people and personality
* Direct body orientation
  + When two people face one another
  + Usually a sign of intimacy
* Indirect body orientation
  + When two people’s bodies are at angle
  + Usually signifies a less casual relationship
* Haptics
* What and how touch communicates
* Culture defines what kind of touching we deem acceptable
* Past experiences with touch dictate how we use touch to communicate
* Women view touch as as an expressive behavior that demonstrates warmth and affection
* Vocalics
* Interpretation of a message based on the paralinguistic features
* Paralanguage
  + Voiced but not verbal part of speech
  + Includes pitch, volume, rate, quality, intonation
* Pitch
  + Highness or lowness of vocal tone
* Volume
  + Loudness or softness of tone
* Rate
  + Speed at which a person speaks
* Quality
  + Sound of a person’s voice that distinguishes it from others
* Intonation
  + Variety, melody, or infection in one’s voice
* Vocalized pauses
  + Extraneous sounds or words that interrupt fluent speech
  + Interrupters are distracting if they occur often or for a long period of time
  + They can complement, supplement or contradict the verbal language being used
* Proxemics
* **Use of space and distance**
* Personal space
  + Distance we try to maintain when interacting with other people
  + Protective mechanism
  + What is appropriate depends on our individual preference, nature of our relationship to other people, culture
  + As relationships become more intimate, we allow less personal space when interacting with that person
  + Space can be adjusted depending on noise factors
* Public distance
  + Anything more than 12 feet
* Social distance
  + 4 to 12 feet
  + Impersonal business is conducted
* Personal distance
  + 18 inches-4 feet
  + Space in which casual conversation occurs
* Intimate distance
  + Up to 18 inches
  + Appropriate for private conversations
  + We are uncomfortable when we feel like someone is violating our intimate space if we feel the relationship doesn’t warrant such closeness
* Physical space
  + Physical environment over which you exert control
  + We manipulate our physical environment to send messages
  + Sitting in a seat and put possessions next to us
* Artifacts
  + Objects and possessions we use to decorate the physical space we control
  + These objects communicate meaning to people about what kind of person they are dealing with
* Chronemics
* Interpretation of a person’s use of time
* Western cultures are very time conscious
* Other cultures are not so time driven
* Monochronic time
  + Time orientation that emphasizes doing one thing at a time
* Polychronic time
  + Time orientation that emphasizes doing multiple things at once
* Self-presentation cues
* Physical appearance
  + People make judgments based on how someone looks
  + Body and physical features is one of the first things people notice
* Clothing and grooming
  + Clothing choices, body art, other personal grooming to communicate who they are and what they stand fpr
* **Improving nonverbal communication**
* Be conscious of the nonverbal behaviors you are displaying
* Be purposeful in your use of nonverbal communication
* Make sure that your nonverbal cues do not distract from your message
* Nonverbal communication should match verbal communication
* Interpreting nonverbal messages
* Do not assume a particular behavior means the same thing to everyone
* Consider nonverbal behaviors as they relate to the context of the message
* Pay attention to multiple nonverbal cues being sent and their relationship to the verbal message
* Use perception checking
  + Describe nonverbal behavior and share your interpretation of it--behavior can be confirmed or contradicted