

Non Verbal Communication

“ **Nonverbal communication** is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, posture, and the distance between two individuals. ”



Facial expressions



Touch



Body movements and posture



Eye contact



Gestures

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• **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

NON VERBAL CUES AT WORK PLACE

EYE CONTACT

- ▶ Coworkers will often feel valued and appreciated For example, if a coworker approaches you with an idea to increase collaboration.
- ▶ **Using a positive tone of voice**
- ▶ an employee is giving a presentation proposing a new client engagement plan, an energetic and positive tone can spark enthusiasm for the project
- ▶ **Being mindful of personal appearance**
- ▶ dress in business attire to showcase your dedication to both the position and professionalism in the workplace.

NON VERBAL CUES AT WORK PLACE

Standing or sitting with a good posture

- ▶ display your attitude or attentiveness toward certain situations.
- ▶ confident appearance during an interview.
- ▶ why you believe your idea will benefit the company.

Expressing kindness or professionalism through appropriate touch

- ▶ Developing your cultural intelligence can be a useful, rapport-building skill in the workplace.

Displaying courteous facial expressions

you can smile and nod along while you listen to



NON VERBAL CUES AT WORK PLACE

Respecting personal space

try to make sure you're allowing enough space to maintain a comfortable environment for both of you.

Using hand gestures to express a feeling

Hand gestures can also express friendliness or appreciation

Paying attention to body language

you're watching a coworker gives a presentation and are sitting upright with your arms on the table, this can show you're engaged in their presentation. Slouching in your seat might imply that you're disinterested.

NON VERBAL CUES AT WORK PLACE



NON VERBAL CUES AT WORK PLACE

Holding Objects in Front of Your Body – a coffee cup, notebook, hand bag, etc. Holding objects in front of your body indicates shyness and resistance, such that you're hiding behind the objects in an effort to separate yourself from others.

Holding Objects in Front of Your Body



NON VERBAL CUES AT WORK PLACE

Lint Off of Your Clothes– If you pick lint off of your clothes during a conversation, especially in conjunction with looking downwards, most people will assume that you disapprove of their ideas and/or feel uneasy about giving them an honest opinion. Leave the lint alone!



NON VERBAL CUES AT WORK PLACE

- **Stroking Your Chin While Looking at Someone** – “I’m judging you!” People frequently stroke their chin during the decision-making process. If you look at someone while you’re stroking your chin, they may assume that you’re making a judgmental decision about them.



NON VERBAL CUES AT WORK PLACE

Resting Hands Behind the Head or on the Hips
– usually interpreted as a sign of superiority or bigheadedness. Only use these gestures when you're in the presence of close friends.



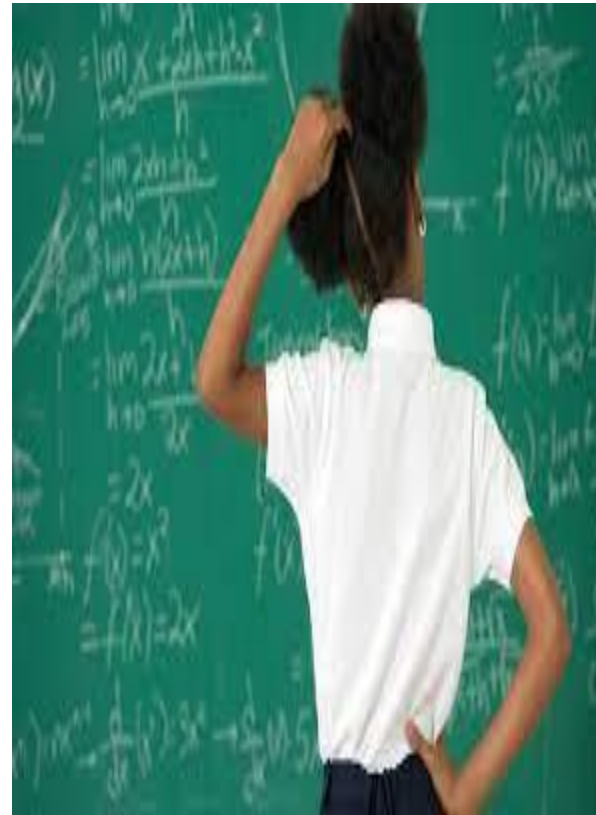
NON VERBAL CUES AT WORK PLACE

Crossing Your Arms – a sign of defensive resistance. Some people may also interpret it as a sign of egotism. Always try to keep your arms open and at your sides.



NON VERBAL CUES AT WORK PLACE

- **Scratching at the Backside of Your Head and Neck** – a typical sign of doubt and uncertainty. It can also be interpreted as an indication of lying. Try to keep your hands away from your head when you're communicating with others.



NON VERBAL CUES AT WORK PLACE

pointing with the index finger is considered rude or disrespectful, especially pointing to a person. Pointing with the left hand is taboo in some cultures. Pointing with an open hand is considered more polite or respectful in some contexts.



NON VERBAL CUES AT WORK PLACE

Crossing Your Legs

In most cases, the best option is plant your feet firmly on the floor.

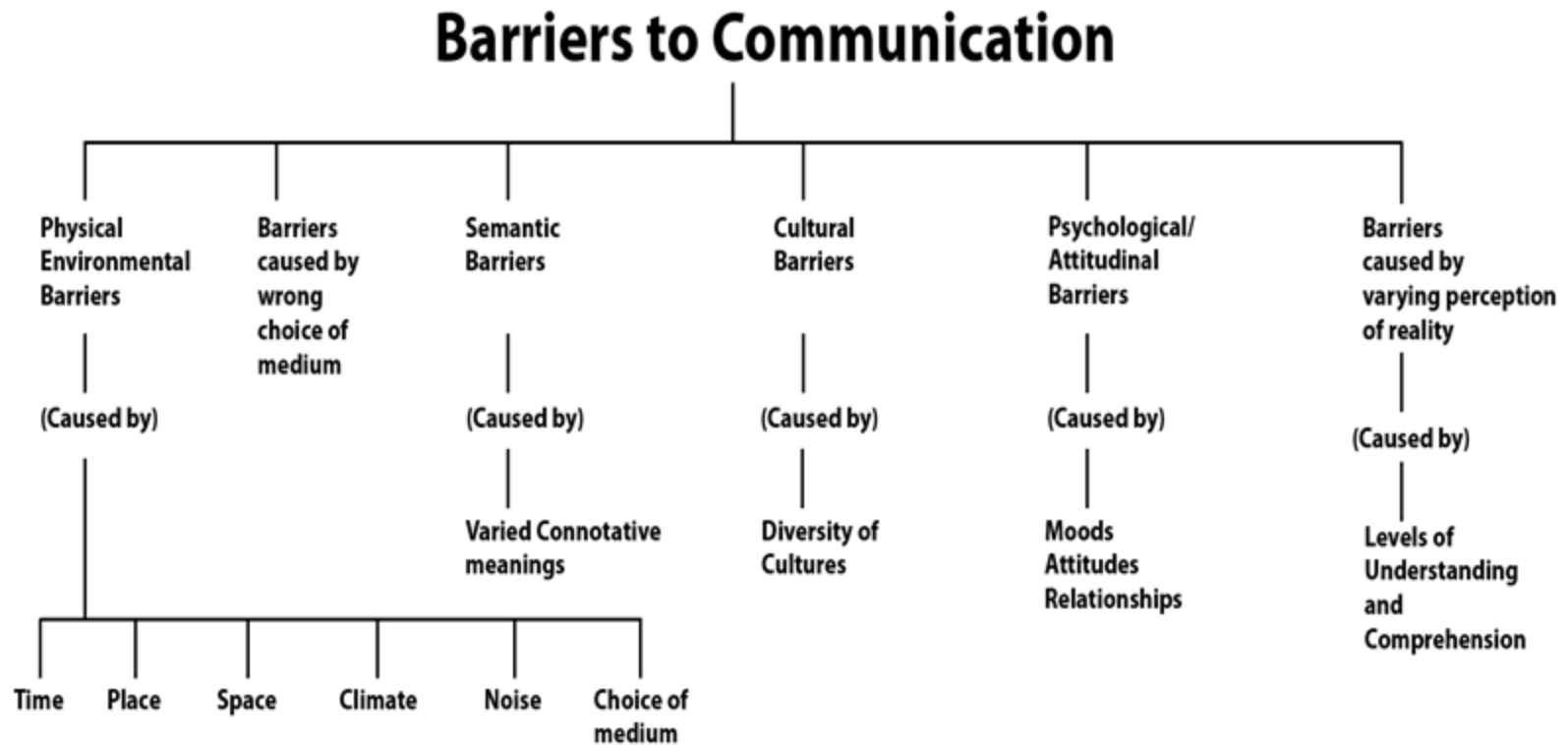


“Figure four” position.

“figure four” pose represents is that you’re powerful and domineering. When your arms and legs are open and relaxed, you send a nonverbal communication that you’re confident and approachable.



Barriers to Communication



Barriers to Communication

Physical Barriers

- Defects in the medium
- Noise in the Environment
- Information Overload

Advertising and sales information is an example of overload; so much communication about products floats through so many media that a good deal of it does not reach the potential buyer.

Barriers to Communication

- **How to Minimize Physical barrier**
- **Open layout plan:** While most agree that people need their own personal areas in the workplace, setting up an office to remove physical barriers is the first step towards opening communication. Many professionals, working in industries that thrive on collaborative communication, purposefully design their workspaces around an —open officell plan.
- This layout eschews cubicles in favour of desks grouped around a central meeting space. While each individual has their own dedicated work space, there are no visible barriers to prevent collaboration with their co-workers. This encourages greater openness and frequently creates closer working bonds.

Barriers to Communication

Minimize noise:

Use of technology

Mutual adjustment

Streamline procedures: In large organizations, unnecessary delays can be avoided by streamlining procedures

Provide environmental comfort

Ensure good working condition

Arrange adequate backup

Barriers to Communication

SEMANTIC AND LANGUAGE BARRIERS

Learn new languages

Speak slowly and clearly:

Ask for clarification

Frequently check for understanding

Limit the use of jargon:

Provide information via multiple channels

Barriers to Communication

- SOCIO-PSYCHOLOGICAL BARRIERS
- **Self-Centred Attitudes** interests and desires
- **Group Identification** different age group
- **Self-Image:** truth and some exaggeration
- **Selective Perception:** read or hear selectively according to our own needs, interest and experience
- **Defensiveness:** If we feel threatened by a message we may question the motives of others or become sarcastic or judgmental
- **Filtering:**
- **Status Block**
- **Resistance to Change**
- **Closed Mind:**
- **Poor Communication Skills**
- **State of Health**

Barriers to Communication

- **Keep an open mind:** One should not be in a haste to make assumptions about people. Accept people and situations with an open mind.
- **Be open to change:** Develop ideas without being rigid about your own perception; be open to learning about people who are different from you; avoid making premature judgments about people.
- **Be sensitive:** Be sensitive to the emotional state and value systems of people.
- **Build on positive experience:** Learn from unfavourable past experiences and try to create new positive experiences to improve communication.
- **Consciously focus:** Acknowledge your own personal distractions and consciously focus on the speaker.
- **Accept yourself and others:** Feel comfortable and secure about your own capabilities and accept the capabilities of others.
- **Open communication:** The effective communicator does not wait till resistance builds up against an intended change or innovation, but takes the people into confidence even at the planning stage. He listens to their point of view with respect, involves them in the change and explains the reason why the change is necessary.



THANK YOU

BASIC TECHNICAL WRITING

BASIC TECHNICAL WRITING

Principles of Technical Writing:

- Audience & purpose
- Writing style:
- Writing concisely
- Use Active Voice: Switch off the light
- Use positive Statement : Do not close the valve(Leave the valve Open)
- Avoid Lengthy Sentences:
- Correctness:
- Good Use of Visuals(Good page design and graphics)

BASIC TECHNICAL WRITING

- Instrument : An object used for measurement or an implement used to delicate work with precision.
- Tool : A tool is a hand held object used to perform manual or mechanical work
- Appliance: A device designed to perform a specific function, specially electrical (Household work)
- Machine: A device consisting of fixed and moving parts that modifies mechanical energy and transmits it in a more useful work.
- Device: A generic term is used when no other classification is possible.

BASIC TECHNICAL WRITING



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BASIC TECHNICAL WRITING



BASIC TECHNICAL WRITING

- Hazard Notation:
- Precaution: Action Taken
- Note: Important Information
- Caution: Potential for damage of equipment
- Warning: Potential for serious personal injury
- Danger:

BASIC TECHNICAL WRITING

