

Non-Verbal Communication

THINGS THAT YOU DON'T REALLY SAY; BUT THEY SAY A LOT ABOUT YOU

Agenda

- Two essential tools
- What is Non-verbal Communication
- Merits of Nonverbal Communication
- Demerits of Nonverbal Communication
- Types of Nonverbal Communication
- Body Language
- Some other elements of non-verbal communication
- Cultural influences
- Improving Nonverbal Communication Skills
- Q & A

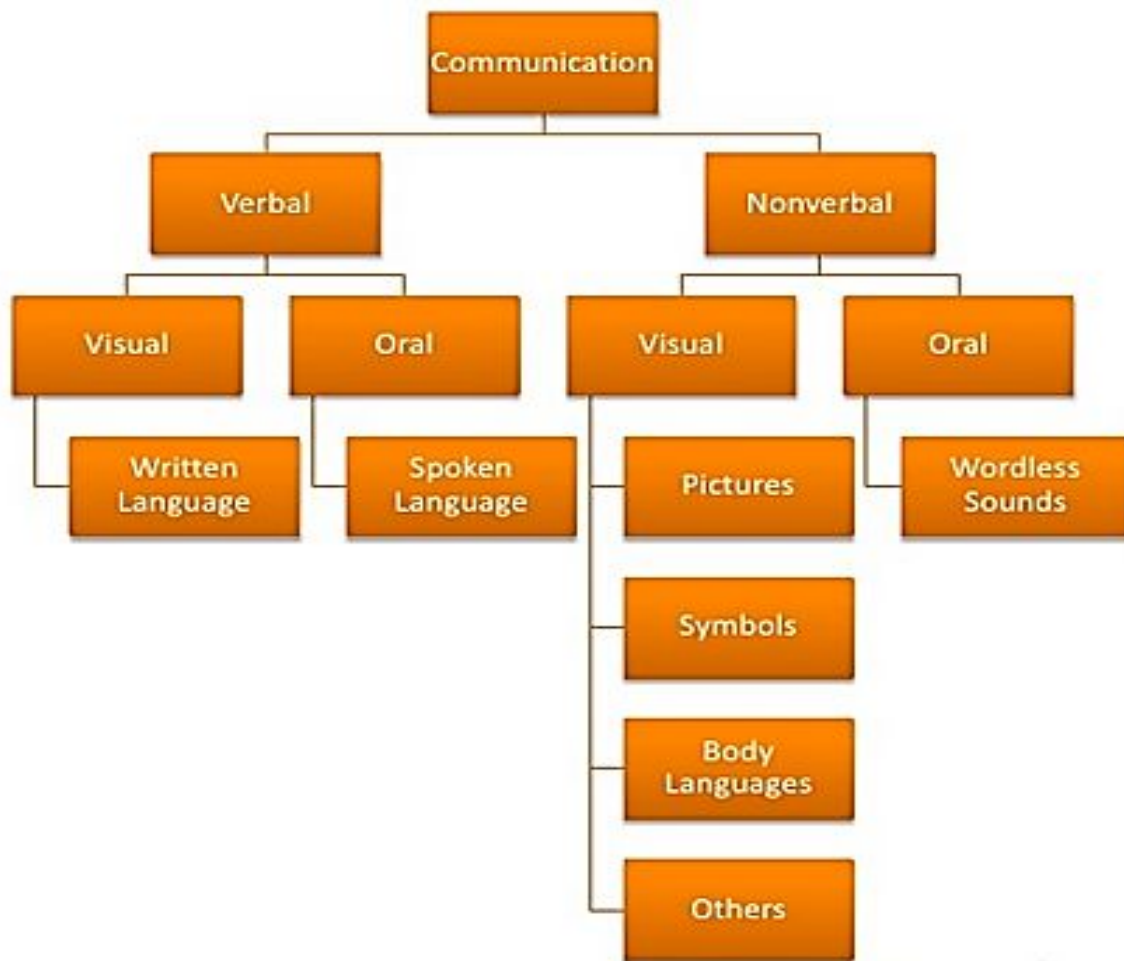
Two Essential Tools



Verbal Communication



Non Verbal Communication



Comment

How do you feel when you are kept waiting two hours after the scheduled time for an interview?

“Actions speak louder than words.”



Nonverbal Communication

- Involves nonverbal stimuli in a communication setting
- It is sending and receiving message in a variety of ways without the use of verbal codes (words).
- It is both intentional and unintentional.
- Most speakers / listeners are not conscious of this.

Nonverbal communication has been defined as communication without words.

It includes apparent behaviors such as:

- facial expressions,
- eye contact
- tone of voice

as well as less obvious messages such as:

- dress,
- posture
- spatial distance between two or more people.

It is a communication where action speaks louder than words.

According to the social anthropologist, Edward T. Hall, in a normal conversation between two persons, less than **35%** of the social meanings is actually transmitted by words.

So, at least **65%** of it is conveyed through the body (non-verbal channel).

Merits of Nonverbal Communication

- You can communicate with someone who is hard of hearing or deaf
- You can communicate at a place where you are supposed to maintain silence
- You can communicate something which you don't want others to hear or listen to
- You can communicate if you are far away from a person. The person can see but not hear you
- Non-verbal communication makes conversation short and brief
- You can save on time and use it as a tool to communicate with people who don't understand your language

Demerits of Nonverbal Communication

- You can not have long conversation
- Can not discuss the particulars of your message
- Difficult to understand and requires a lot of repetitions.
- Less influential and can not be used everywhere.
- Not everybody prefers to communicate through non-verbal communication.
- Can not create an impression upon people/listeners

Types of Nonverbal Communication

- **Kinesics** - Eye Contact, Facial expressions, Gesture, Posture, Touch
- **Paralanguage** – Pitch, Volume, Rate, Quality, Intonation
- **Vocal interferences** - Extraneous sounds or words that interrupt fluent speech “uh,” “um”, fillers
- **Spatial Usage** – Distance and territory
- **Self-presentation cues** – Physical appearance, sense of time



Body Language

The study of body movements is also known as Kinesis. It has now entered our spoken language.

Body Language consists of the following four components

- Facial Expressions
- Gestures, Postures and Movement
- Smell and Touch
- Voice and Sounds



Our state of mind is expressed in our body language

- If we doubt something we hear, we raise an eyebrow.
- If we feel puzzled, we scratch our nose.
- We cross our arms to isolate or protect ourselves.
- We shrug our shoulders to express indifference.
- If we are impatient, we drum our fingers.
- We strike our forehead with our hand when we have forgotten something.
- When we feel anxious, we sway backwards and forwards
- An inexperienced speaker in an auditorium expresses his anxiety by moving from one side to another, staring at the ceiling, walking round in circles, or rubbing his hands together.

Some other elements of non-verbal communication

- Personal space at work
- Your office
- Your desk
- A table in the cafeteria that you sit at regularly

Cultural influences

Non-verbal signals
vary from culture to
culture



- In the United States it is a symbol for good job
- In Germany the number one
- In Japan the number five
- In Ghana an insult
- In Malaysia the thumb is used to point rather than a finger



Improving Nonverbal Communication Skills

When sending messages

- Be conscious of non-verbal behavior
- Be purposeful in use of non-verbal communication
- Make sure you are not being distracting
- Match verbal and non-verbal communication

When receiving messages

- Don't automatically assume
- Consider gender, culture and individual differences
- Pay attention to all aspects of non-verbal communication
- Use perception checking

Adapt to the situation

Q&A Session





THANK YOU