



TRƯỜNG ĐẠI HỌC BÁCH KHOA HÀ NỘI
HANOI UNIVERSITY OF SCIENCE AND TECHNOLOGY

Nonverbal Communication

(Ref: Waqas Khan)

SoICT - 2020

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What is nonverbal communication?

Nonverbal Communication = Communication without words

Nonverbal communication is a process of communication through sending and receiving wordless messages.

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Verbal & Nonverbal communication

- Before moving forward, let's keep in your mind that verbal communication and nonverbal communication are interconnected and they operate together in communication.
- Verbal and non verbal are all types of communication. But the difference between them is that we use our voice in verbal communication and we use body signs in non-verbal communication.

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Importance of Nonverbal Communication

Verbal & nonverbal Communication plays an important role in how people interact with one another. People are using around **35% verbal communication** and **65% nonverbal communication** in daily life. Nonverbal communication has also **cultural meaning**.

“The most important thing in communication is to hear what isn’t being said.”

Peter F. Drucker



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Power of nonverbal communication

Nonverbal communication is the most powerful form of communication. More than voice or even words, nonverbal communication helps to create your image in others mind and even you can express your emotions and feelings in front of others, which you are unable to express in words.



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Types of Nonverbal Communication

There are two types of nonverbal communication:

- **Intentional nonverbal communication**
Example: Pointing out the finger, giving smile and clapping.
- **Unintentional nonverbal communication**
Example:.....?

This may be intentional or unintentional nonverbal communication message?



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Form of nonverbal communication

- 1. Eye Contact**
- 2. Facial Expressions**
- 3. Posture**
- 4. Haptics or Touch**
- 5. Gestures**
- 6. Personal Space**

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Eye Contact

Eye contact, a key characteristic of nonverbal communication, expresses much without using a single word. In American culture, maintaining eye contact shows respect and indicates interest.

Eye contact also establish the nature of a relationship.



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Facial Expressions

Facial expressions are the key characteristics of nonverbal communication. Your facial expression can communicate happiness, sadness, anger or fear.



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Posture

Posture and how you carry your self tells a lot about you. How you walk, sit, stand or hold your head not only indicates your current mood, but also your personality in general.

For example, if you cross your arms while standing, you indicate that you may be closed off and defensive. Meanwhile, walking with your head down and avoiding eye contact with others may indicate shyness.



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Haptic or Touch

Haptic communication is communicating by touch. Touch or Haptic is the characteristic of nonverbal communication and used when we come into physical contact with other people.

For example: We use handshakes to gain trust and introduce ourselves.



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Gestures

A **gesture** is a characteristic of nonverbal communication in which visible body actions communicate particular message. Gestures include movement of the hands, face, or other parts of the body.



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Let see some most common gestures

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Personal space

Personal space is your "bubble" - the space you place between yourself and others. This invisible boundary becomes apparent only when someone bumps or tries to enter your bubble.



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Nonverbal Communication Around the World

Nonverbal Communication in Pakistan

Expressing happiness, respect and love for others.



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Nonverbal Communication Around the World

Nonverbal Communication in China

The Chinese don't like being touched by strangers. Therefore don't make any body contact.



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Nonverbal Communication Around the World

Nonverbal Communication in Argentina

A handshake and nod show respect when greeting someone.



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Nonverbal Communication Around the World

Nonverbal Communication in India

Greeting with 'namaste' - placing both hands together with a slight bow is a very common nonverbal communication and shows respect.



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Nonverbal Communication Around the World

Nonverbal Communication in the U.S.A

Quite Informal way of
nonverbal communication
- A handshake, a smile,
and 'hello'.



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Nonverbal Communication must be understandable

But what the.....is this?

Chicken Dance



Dance is an artistic
form of nonverbal
communication. But no
one really knows what
England's creepy
chicken dance is trying
to communicate.

I just understand that
they are happy.

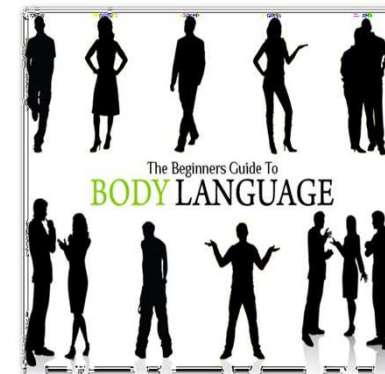


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Body Language

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What is body language?



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What is body language?

- ✓ Body language is the non-verbal communication that involves body movement.
- ✓ Gesturing can also be termed as body language which is an absolutely non-verbal mean of communication.
- ✓ People in the workplace can convey a great deal of information without even speaking; through nonverbal communication.



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How does body language talk?

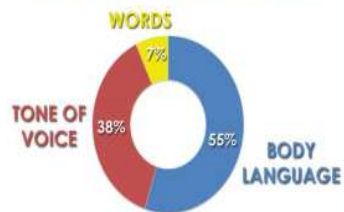
- ✓ Like any spoken language, body language has words, sentences and punctuation.
- ✓ Each gesture is like a single word and one word may have several different meanings.

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Importance of body language?

Body language plays a big role in intuition as it gives us messages about the other person, that we can interpret at an intuitive level.

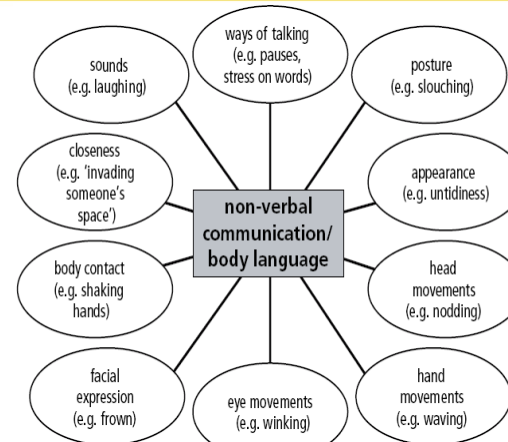
What Makes Up What We Hear



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Nonverbal communication/body language



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Basic body languages

- Eyes
- Blocking
- Hands
- Animations
- Smile

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Eyes

Common mistake: Taking your eyes off of listeners.

Do you read directly from a PowerPoint presentation instead of addressing the audience?

In a one-on-one conversation, do you glance to the side, down at your feet, or at the desk?

Ever catch yourself looking over the shoulder of the person you're talking to?



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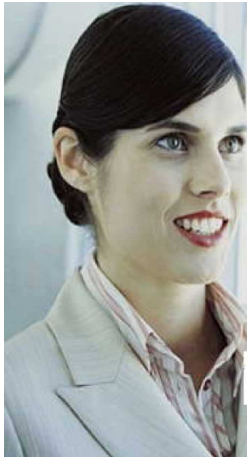
Eyes

Keeping your eyes on your audience.

If you're giving a presentation, commit your material to memory so you can connect instead of read.

In small groups or meetings, maintain eye contact equally with everyone in the room.

During one-on-one conversations, keep your eyes on the person you are speaking to 80% to 90% of the time.




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Blocking

Common mistake: Putting something between you and your listener (s).

- Crossing your arms
- Standing behind a podium, Standing behind a chair
- Talking to someone from behind a computer monitor



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Blocking

Staying "open"

- Keep your hands apart and your palms up, pointed toward the ceiling.
- Remove physical barriers between you and your listeners.



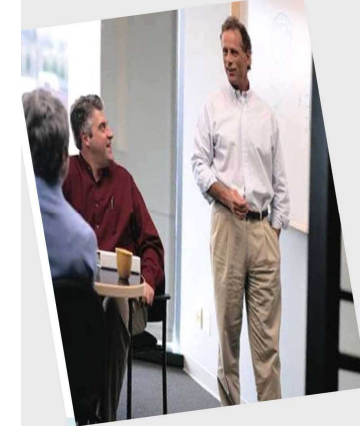
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Hands

Common mistake: Not using them.

Keeping your hands in your pockets or clasped together makes you seem stiff, stilted, and formal.

It conveys insecurity, whether or not you're insecure.



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Hands

Using complex hand gestures.

- Engaging both hands above the waist reflects complex thinking and gives the listener confidence in the speaker.
- Just watch such charismatic speakers as Bill Clinton, Colin Powell, Barack Obama, or Tony Blair.

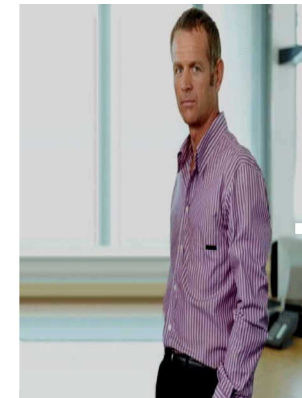


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Animation

Common mistake: Standing or sitting perfectly still.

Ineffective speakers barely move, staying in one spot during a presentation.




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Animation

Animate your body, not your slides.

- Great speakers get up and move
- When appropriate, mingle with the audience,



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Smile

Mahatma Gandhi has also mentioned that,

"You are not completely dressed until your face wears a **SMILE**"



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