

NON VERBAL COMMUNICATION

RECAP

✕ Listening

- + *listening is the interpretative action taken by an individual in order to understand and potentially make meaning out of the sound waves*
- + **Listening** is the conscious processing of the auditory stimuli that have been perceived through hearing

TACTICS IN COMMUNICATION

- ✖ Think Before You Speak
- ✖ Apologize quickly when you blunder
- ✖ Converse, don't compete
- ✖ Time your comments
- ✖ Focus on behavior - not on personality
- ✖ Uncover hidden feelings
- ✖ Listen for feedback

MUST DO'S & DON'T'S IN COMMUNICATION

× DO'S

- × Be direct, courteous and calm
- × Spare others your unsolicited advice
- × Acknowledge that what works for you may not work for others
- × Say main points first, then offer more details if necessary
- × Listen for hidden feelings

× DON'T

- × Expect others to follow your advice or always agree with you
- × Suggest changes that a person can not easily make
- × Make personal attacks or insinuations
- × Be rude and pushy
- × Be patronizing, superior or sarcastic

NON VERBAL COMMUNICATION

- ✗ This is communication through sending and receiving wordless cues
- ✗ It includes the use of cues such as
 - + body language (kinesics)
 - + distance (proxemics)
 - + physical environments/appearance,
 - + Of voice (paralanguage)
 - + Of touch (haptics)
 - + Of time (chronemics)
 - + Of sight (oculesics)

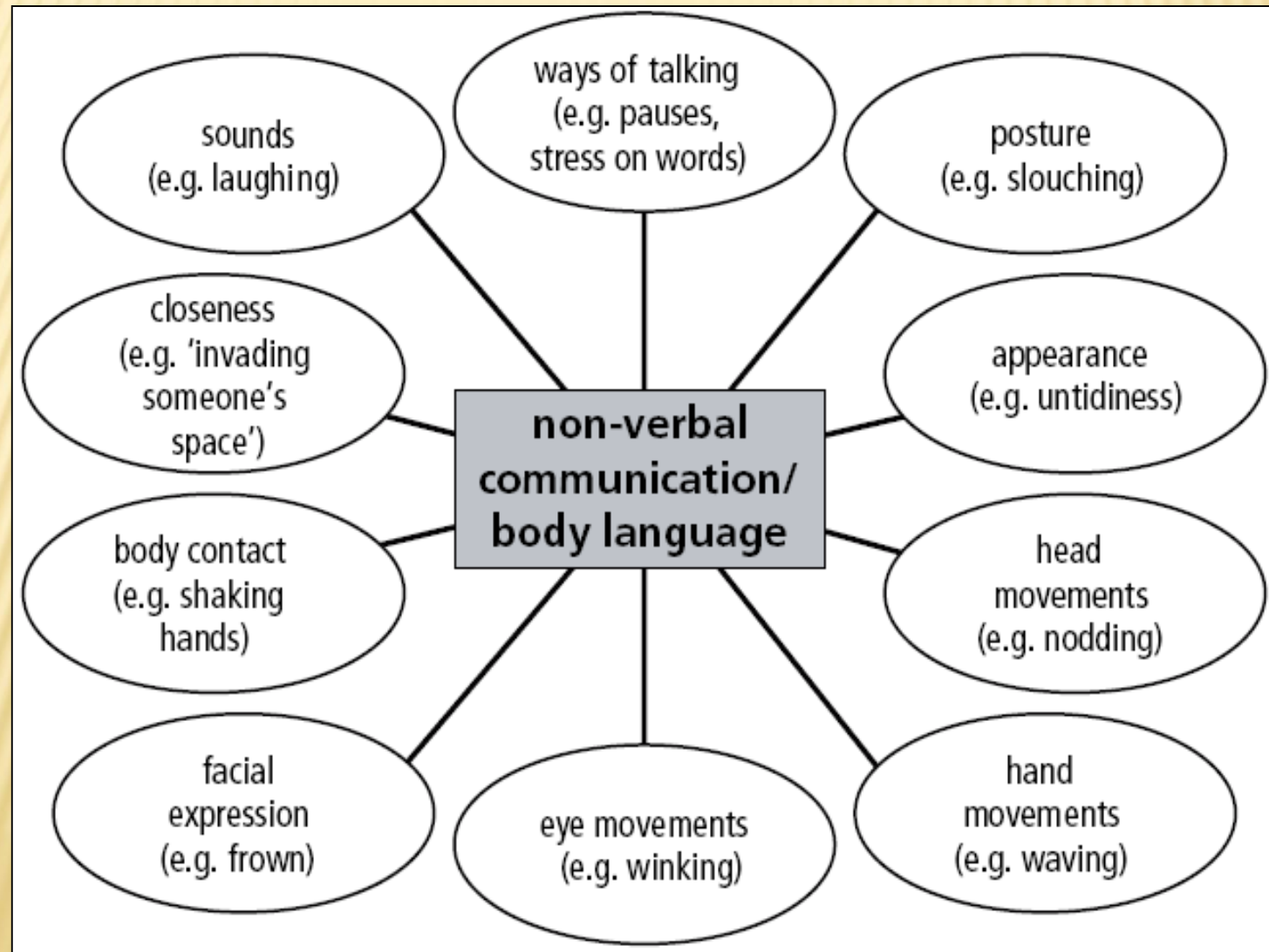
TIPS ON NON VERBAL IMPRESSIONS

IT'S WHAT YOU **DON'T SAY** THAT COUNTS!



LEARN TO **READ AND INFLUENCE** PEOPLE THROUGH
NONVERBAL COMMUNICATION.

TRAITS OF NON VERBAL COMMUNICATORS



ORIGINS OF NVC

- ✖ Only a small percentage of the brain processes verbal communication
- ✖ As infants, nonverbal communication is learned from social-emotional communication, making the face rather than words the major organ of communication
- ✖ As children become verbal communicators, they begin to look at facial expressions, vocal tones, and other nonverbal elements more subconsciously

NON VERBAL COMMUNICATION

- ✗ Nonverbal communication represents two-thirds of all communication
- ✗ Nonverbal communication can portray a message both vocally and with the correct body signals
- ✗ Body signals comprise physical features, conscious and unconscious gestures and signals, and the mediation of personal space
- ✗ Nonverbal communication strengthens a first impression in common situations like attracting a partner or in a business interview: impressions are on average formed within the first four seconds of contact

FIRST IMPRESSIONS

- ✖ It takes just one-tenth of a second for someone to judge and make their first impression
- ✖ A first impression is a lasting non-verbal communicator
- ✖ The way a person portrays themselves on the first encounter is non-verbal statement to the observer
- ✖ “First impressions are lasting impressions.”
- ✖ There can be positive and negative impressions

NON VERBAL SENSES

- ✖ First encounters or interactions with another person strongly affect a person's perception
- ✖ When meeting for the first time; they are focused on the entire environment around them, meaning the other person uses all five senses in the interaction: 83% sight, 11% hearing, 3% smell, 2% touch and 1% taste

NON VERBAL COMMUNICATION

✕ Body language means

+ How you stand

- ✕ Stand straight, Stand on both legs.

+ How you move

- ✕ Don't fidget, scratch, jiggle your legs

+ How you appear to people

- ✕ Look energetic

+ How you look at people

- ✕ Look relaxed

+ How you sound

- ✕ Breathe slowly, Use humor– enjoy yourself

KINESICS

- ✘ The term "kinesics" was first used (in 1952) by Ray Birdwhistell, an anthropologist who wished to study how people communicate through posture, gesture, stance, and movement
- ✘ American looks are short enough just to see if there is recognition of the other person, Arabs look at each other in the eye intensely, and many Africans avert the gaze as a sign of respect to superiors

BODY POSTURING

- ✖ There are many different types of body positioning to portray certain postures, including slouching, towering, legs spread, jaw thrust, shoulders forward, and arm crossing
- ✖ The posture or bodily stance exhibited by individuals communicates a variety of messages whether good or bad
- ✖ Posture can be used to determine a participant's degree of attention or involvement, the difference in status between communicators, and the level of fondness a person has for the other communicator, depending on body "openness"

CLOTHING

- ✖ Clothing is one of the most common forms of non-verbal communication.
- ✖ The types of clothing that an individual wears conveys nonverbal cues about his or her personality, background and financial status, and how others will respond to them
- ✖ An individual's clothing style can demonstrate their culture, mood, level of confidence, interests, age, authority, and values/beliefs
- ✖ Similarly, clothing can communicate what nationality a person or group is

GESTURES

- ✗ Gestures may be made with the hands, arms or body, and also include movements of the head, face and eyes, such as winking, nodding, or rolling one's eyes
- ✗ These are conventional, culture-specific gestures that can be used as replacement for words, such as the hand wave used in western cultures for "hello" and "goodbye."
- ✗ Gestures can also be categorized as either speech independent or speech related

PROXIMICS

- ✗ According to Edward T Hall, the amount of space we maintain between ourselves and the persons with whom we are communicating shows the importance of the science of proximics
 - + Intimate distance (closeness & trust)
 - + Personal distance (at arm's length)
 - + Social distance (classroom relationships)
 - + Public distance (not desirable or possible)

OCULESICS

- ✖ Eye contact is the instance when two people look at each other's eyes at the same time; it is the primary nonverbal way of indicating engagement, interest, attention and involvement
- ✖ Studies have found that people use their eyes to indicate interest
- ✖ This includes frequently recognized actions of winking and movements of the eyebrows
- ✖ When an individual is interested however, the pupils will dilate

HAPTICS

- ✖ Haptics is the study of touching as nonverbal communication, and haptic communication refers to how people and other animals communicate via touching.
- ✖ Touches among humans that can be defined as communication include handshakes, holding hands, kissing (cheek, lips, hand), back slapping, high fives, a pat on the shoulder, and brushing an arm

FUNCTIONS OF NON VERBAL COMMUNICATION

- ✗ Express emotions
- ✗ Express interpersonal attitudes
- ✗ To accompany speech in managing the cues of interaction between speakers and listeners
- ✗ Self-presentation of one's personality
- ✗ Rituals (greetings)

INTERACTION OF VERBAL & NON VERBAL COMMUNICATION

✗ Conflicting

- ✗ Conflicting Verbal and nonverbal messages within the same interaction can sometimes send opposing or conflicting messages
- ✗ A person verbally expressing a statement of truth while simultaneously fidgeting or avoiding eye contact may convey a mixed message to the receiver in the interaction

INTERACTION OF VERBAL & NON VERBAL COMMUNICATION

✖ Complementing

- ✖ Accurate interpretation of messages is made easier when nonverbal and verbal communication complement each other
- ✖ Nonverbal cues can be used to elaborate on verbal messages to reinforce the information sent when trying to achieve communicative goals

INTERACTION OF VERBAL & NON VERBAL COMMUNICATION

✖ Substituting

- ✖ Nonverbal behavior is sometimes used as the sole channel for communication of a message
- ✖ People learn to identify facial expressions, body movements, and body positioning as corresponding with specific feelings and intentions

INTERACTION OF VERBAL & NON VERBAL COMMUNICATION

- ✗ **Structure versus non-structure**
- ✗ Verbal communication is a highly structured form of communication with set rules of grammar
- ✗ The rules of verbal communication help to understand and make sense of what other people are saying
- ✗ On the other hand nonverbal communication has no formal structure when it comes to communicating.
- ✗ Nonverbal communication occurs without even thinking about it
- ✗ The same behavior can mean different things such as crying of sadness or of joy

INTERACTION OF VERBAL & NON VERBAL COMMUNICATION

- ✗ Linguistic versus non-linguistic
- ✗ There are only a few assigned symbols in the system of nonverbal communication
- ✗ Nodding the head is one symbol that indicates agreement in some cultures but in others it means disagreement
- ✗ On the other hand, verbal communication has a system of symbols that have specific meanings to them

INTERACTION OF VERBAL & NON VERBAL COMMUNICATION

- ✗ **Continuous and discontinuous**
- ✗ Verbal communication is based on discontinuous units whereas nonverbal communication is continuous
- ✗ Communicating nonverbally cannot be stopped unless one would leave the room
- ✗ For example, after a heated debate there are no other words being said but there are still angry faces and cold stares being distributed

INTERACTION OF VERBAL & NON VERBAL COMMUNICATION

- ✗ **Learned versus innate**
- ✗ Learned non-verbal cues require a community or culture for their reinforcement, e.g. table manners are not innate capabilities upon birth
- ✗ Dress code is a non-verbal cue that must be established by society.
- ✗ Hand symbols, whose interpretation can vary from culture to culture, are not innate nonverbal cues
- ✗ Innate non-verbal cues are "built-in" features of human behavior
- ✗ For example, smiling, crying, and laughing do not require teaching

REFERENCES

- ✧ Andersen, Peter. (2007). *Nonverbal Communication: Forms and Functions* (2nd ed.)
- ✧ Andersen, Peter. (2004). *The Complete Idiot's Guide to Body Language*.
- ✧ Argyle, Michael. (1988). *Bodily Communication* (2nd ed.) Madison:
- ✧ Brehove, Aaron. (2011). *Knack Body Language: Techniques on Interpreting Nonverbal Cues in the World and Workplace*.
- ✧ Bull, P. E. (1987). *Posture and Gesture*. Oxford:
- ✧ Burgoon, J. K, Guerrero, L. K., & Floyd, K. (2011), *Nonverbal communication*, Boston: Allyn & Bacon.
- ✧ Floyd, K., Guerrero, L. K. (2006), *Nonverbal communication in close relationship*
- ✧ Freitas-Magalhães, A. (2006). *The Psychology of Human Smile*.