

Non Verbal Communication & Listening

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Non-verbal Communication

Psychologist and philosopher Paul Watzlawick claimed that we cannot not communicate.

In other words, it's impossible to not communicate. This means that every behavior is sending a message even if we don't use words. The eyes, face, and body convey meaning without a single syllable being spoken.



Table 4.1 Vocal and Nonvocal Elements of Communication 166

Element	Verbal Communication	Nonverbal Communication
Vocal	Spoken words	Paralanguage (pitch, volume, speaking rate, etc.)
Nonvocal	Writing, sign language	Body language (gestures, facial expressions, eye contact, etc.)

Source: Adapted from Owen Hargie, *Skilled Interpersonal Interaction: Research, Theory, and Practice* (London:Routledge, 2011), 45.

Learning Nonverbal Communication Skills in Business

- Nonverbal communication is an intriguing part of business communication because it is complex and often not as straightforward as verbal communication.
- On the sending side, some nonverbal signals are controllable (such as choosing what to wear), some are habits you may not even think about (tapping your fingers when you're impatient, for instance), some are trainable (using specific hand gestures during a presentation), and some are involuntary (such as blushing).
- On the receiving side, while you might think you can “read someone like a book,” nonverbal signals are not always reliable (a person who avoids eye contact isn't necessarily trying to hide something, for example), and people vary widely in their ability to interpret them correctly.
- Nonverbal Communication takes place all the time. Smiles, frowns, who sits where at the meeting, the size of an office, how long someone keeps a visitor waiting – all these communication pleasure or anger, friendliness or distance, power and status.

What Is Nonverbal Communication?

- Nonverbal communication includes all unwritten and unspoken messages, whether intended or not.
- These silent signals have a strong effect on receivers. However, understanding them is not simple.
- Does a downward glance indicate modesty? Fatigue? Does a constant stare reflect coldness? Dullness? Aggression? Do crossed arms mean defensiveness, withdrawal, or just that the person is shivering?
- Successful communicators recognize the power of nonverbal messages.
- What will you think if Scott says he is not angry, but he slams the door when he leaves? What if Alicia assures the hostess that the meal is excellent, but she eats very little? The nonverbal messages in these situations speak louder than the words.

What does it mean?

- You had a conflict with your colleague Mr B, another person Mr C intervened and tried reconciliation and asked Mr B to apologize since he was at fault. Mr. B said "I am sorry for initiating this discussion and hurting your feelings" when he said this he had a sarcastic smile and expression in the eyes.

What does it mean?

- On a hot summer day you reached an organization on an official task to meet someone on your way you experienced huge traffic jam and you have another important thing to do after this upon reaching you were ushered to a waiting area, cool and nicely decorated and was asked to wait for 10 minutes. You sat down anxious and picked a magazine from the pile stacked on a nearby table, when the door opened a peon entered and placed a glass of chilled juice and left quietly.

What does it mean?

- A company has a routine procedure of sending a letter to every employee on the completion of his service usually on his last day in the office. The letters states: Your association with our organisation finishes on April 22,2006 you are relieved from this office. The letter is also sent without the envelope.

What does it mean?

- You attended a workshop which was on a very important topic related to your field. You were extremely enthusiastic about it when you reached there the room was fully packed and found a corner seat in the last row the speaker seemed highly knowledgeable and was also fully prepared the presentation started and during the presentation you faced to problems when our speaker moved away from the microphone installed at the rostrum his voice was not audible and also you were not able to read what he was showing on the projector.

What does it mean?

- At a seminar the chief guest in his closing remarks about the talks presented by different speakers also complemented one female speaker on her dress

Conclusion.

- Non verbal communication created a profound impact which overwhelmed the receiver. All other forms of communication were rendered ineffective.

Do you Know?

Direct eye contact means:

- Honesty and forthrightness in US
- Lack of respect in Japan
- Equality in Hispanic cultures



What does direct eye contact mean in Pakistani culture?



LET'S WATCH

<https://www.youtube.com/watch?v=wGC37uBxBJE>

Mastering Nonverbal Skills

Nonverbal communication

- Mastering Nonverbal Skills Nonverbal communication can outweigh words in the way it influences how others perceive you.
- You can harness the power of silent messages by reviewing the following tips for improving nonverbal communication skills:
 - ▪ Establish and maintain eye contact. Remember that in North America appropriate eye contact signals interest, attentiveness, strength, and credibility.
 - ▪ Use posture to show interest. Encourage interaction by leaning forward, sitting or standing erect, and looking alert.
 - ▪ Reduce or eliminate physical barriers. Move out from behind a desk or lectern; arrange meeting chairs in a circle.
 - ▪ Improve your decoding skills. Watch facial expressions and body language to understand the complete verbal and nonverbal messages being communicated.

Mastering Nonverbal Skills

Nonverbal communication

- ▪ Probe for more information. When you perceive nonverbal cues that contradict verbal meanings, politely seek additional cues (I'm not sure I understand, Please tell me more about . . ., or Do you mean that . . .?).
- ▪ Interpret nonverbal meanings in context. Make nonverbal assessments only when you understand a situation or a culture.
- ▪ Associate with people from different cultures. Learn about other cultures to widen your knowledge and tolerance of intercultural nonverbal messages.
- ▪ Appreciate the power of appearance. Keep in mind that the appearance of your business documents, your business space, and yourself sends immediate positive or negative messages to others.
- ▪ Observe yourself on video. Ensure that your verbal and nonverbal messages are in sync by recording and evaluating yourself making a presentation.
- ▪ Enlist friends and family. Ask friends and family members to monitor your conscious and unconscious body movements and gestures to help you become a more effective communicator

Forms of Non verbal / Interpersonal Communication

- Personal appearance and dress
- Gestures and body movements
- Facial expressions
- Eye contact
- Eye movement
- Vocal characteristics
- Personal space and touching behaviour
- Body movements
- Time
- Read in detail here: Bovée C. L., & Thill, J. V. (2019). *Business communication essentials : fundamental skills for the mobile-digital-social workplace*. New York, Ny Pearson.
- Or Handouts from Essentials of Business Communication

Functions of Non Verbal Communication

- Refer to the hand out

Listening

Effective listening strengthens organizational relationships, alerts the organization to opportunities for innovation, and allows the organization to manage growing diversity both among the workforce and among the customers it serves.

Companies whose employees and managers listen effectively are able to stay informed, up to date, and out of trouble.

Conversely, poor listening skills can cost companies millions of dollars per year as a result of lost opportunities, legal mistakes, and other errors.

Effective listening is also vital to the process of building trust between organizations and between individuals.

Types of listening

1- Content listening

Effective listeners adapt their listening approaches to different situations.

2- Comprehensive listening:

Some people got called information listening, full listening or content.

This is where you are listening to comprehend , to learn , to observe the kind of content that you are listening to, so that you can learn something.

For Example Anytime you're listening to a coach a teacher or an instructor of any kind you are listening to comprehend and learn one of the key parts of this listening. is being able to separate the main ideas from the sub points from the details.

The primary goal of content listening is to understand and retain the information in the speaker's message.

Because you're not evaluating the information at this point, it doesn't matter whether you agree or disagree, approve or disapprove—only that you understand.

Try to overlook the speaker's style and any limitations in the presentation; just focus on the information

1- Critical listening

The goal of critical listening is to understand and evaluate the meaning of the speaker's message on several levels: the logic of the argument, the strength of the evidence, the validity of the conclusions, the implications of the message, the speaker's intentions and motives, and the omission of any important or relevant points.

If you're skeptical, ask questions to explore the speaker's point of view and credibility. Be on the lookout for bias that could color the way the information is presented, and be careful to separate opinions from facts.

Practice Content & Critical Listening:

You are the driver of a school bus on the first stop at 6:40 a.m. there are five students to pick up from the corner. Then, on the second stop at 6:50 a.m. there are 10 students to pick up on the corner of prentice road and on the final stop at 7: 45 a.m. there are 15 students to pick up on the corner of 5th at Alexander Aryan hotel, there are 30 students to be dropped off at their local high school on the corner of West Wilson. What is the age of the bus driver?

3- Empathic listening

The goal of empathic listening is to understand the speaker's feelings, needs, and wants so that you can appreciate his or her point of view, regardless of whether you share that perspective

. By listening with empathy, you help the individual vent the emotions that prevent a calm, clear-headed approach to the subject. Avoid the temptation to jump in with advice unless the person specifically asks for it.

Also, don't judge the speaker's feelings, and don't try to tell people they shouldn't feel this or that emotion. Instead, let the speaker know that you appreciate his or her feelings and understand the situation. After you establish that connection, you can help the speaker move on to search for a solution.

4- Appreciative listening

- A type of listening , where you listen to appreciate. For example: Listening to music , poetry.
- There is a benefit for listener and it listens without any pressure.
- It provides a therapeutic value or vibe to the listener.

5- Active listening

No matter what mode they are using at any given time, effective listeners try to engage in active listening, making a conscious effort to turn off their own filters and biases to truly hear and understand what the other party is saying. They ask questions to verify key points and encourage the speaker through positive body language.

Physical awareness, coordination memory, focus

Sit comfortably:

Touch/ Hold these these:

Two fingers

Three fingers and one thumb

One finger one elbow

One thumb One wrist

Four fingers two thumbs

References

- Types of Listening : Examples from different movies
<https://www.youtube.com/watch?v=XJHQQJVcbIgM>
- 9 Types of Nonverbal Communication
<https://www.youtube.com/watch?v=xpjUFhiLQKo>
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- Cultural differences in non verbal communication: <https://www.lexika-translations.com/blog/cultural-differences-in-nonverbal-communication/>
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