

AI-00821 Words Voice Body Language 7-38-55 Rule

👤 Owner	© Rigel Arcayan
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What is the 7-38-55 Rule. Explain and elaborate the concept, the research and the results.

The 7-38-55 rule is a communication model introduced by psychologist Albert Mehrabian. It suggests that the meaning we convey is broken down into three parts:

- **7%:** Verbal communication (the actual words we use)
- **38%:** Vocal communication (tone of voice, pitch, volume)
- **55%:** Nonverbal communication (body language, facial expressions)

While the catchy 7-38-55 breakdown is widely quoted, it's important to understand some key points about the research:

- **Context matters:** Mehrabian's studies focused on situations where emotions were being expressed and words and nonverbal cues contradicted each other. For example, saying "I'm happy" with a monotone voice and crossed arms.
- **Not universally applicable:** The rule doesn't apply equally to all situations. In some cases, the words themselves might hold more weight, like during a technical presentation.

Despite these limitations, the 7-38-55 rule highlights the importance of nonverbal communication. Here's how it can be helpful:

- **Understanding others:** By paying attention to tone and body language, you can gain a more complete picture of what someone is trying to convey.
- **Improving your communication:** Being mindful of your own nonverbal cues can ensure your message is being delivered as intended.

Here are some resources for further reading:

- An article explaining the rule and its applications: <https://www.forbes.com/sites/forbesagencycouncil/2023/01/24/say-what-5-ways-to-make-communications-better/>
- Mehrabian's own website with clarification on the research: <https://worldofwork.io/2019/07/mehrabians-7-38-55-communication-model/>

List 20 examples of 7-38-55 Rule

Scenarios emphasizing nonverbal cues (55%) outweighing words (7%):

1. Saying "Of course" with a sigh and slumped shoulders (disagreement).
2. Smiling and nodding while someone is presenting, but fidgeting with hands (distraction).
3. Shouting "Calm down!" in a tense voice (escalating the situation).
4. Crossed arms and furrowed brows while listening to a friend's problem (disinterest).
5. A nervous laugh after giving a presentation (lack of confidence).
6. Making strong eye contact and leaning in while listening attentively (engagement).
7. Offering a firm handshake with a warm smile during an introduction (confidence).
8. Yawning repeatedly during a meeting (boredom).
9. A customer service representative with a monotone voice despite using polite words (uncaring).
10. A politician giving a speech with passionate gestures and voice inflection (persuasiveness).

Scenarios where words (7%) and tone (38%) complement each other:

1. Saying "Congratulations!" with a bright tone and enthusiastic clapping (genuine happiness).
2. Whispering "Thank you" with a sincere smile (gratitude).
3. Saying "No problem" in a firm but friendly voice (assertiveness).
4. Delivering bad news with a gentle tone and apologetic body language (empathy).
5. Giving clear and concise instructions with a confident voice (authority).

Situations where words (7%) might hold more weight (depending on context):

1. A doctor delivering a medical diagnosis (factual information).
2. A lawyer presenting a case in court (legal arguments).
3. A teacher giving instructions in a classroom (clear communication).
4. A firefighter shouting orders in a burning building (urgency).
5. Saying "I love you" with sincerity, regardless of nonverbal cues (emotional expression).

List more but in the 38% and 55% range.

Communication Scenarios with Nonverbal Cues outweighing Words

Here are more examples where tone of voice (38%) and body language (55%) play a larger role than the words themselves (7%):

1. Saying 'I'm fine' with tears in your eyes (sadness).
2. A salesperson with an open posture and friendly smile greeting a customer (approachability).
3. Giving a presentation with a monotone voice and slumped posture (lack of confidence).
4. Rolling your eyes while someone is talking (disagreement).
5. A teacher pointing at a student and raising an eyebrow (disapproval).
6. Offering a handshake with a limp grip and avoiding eye contact (lack of interest).
7. A manager giving critical feedback with a stern voice and furrowed brows (seriousness).
8. Someone clenching their fists and gritting their teeth during an argument (anger).
9. A customer service representative sighing and looking away while a customer is complaining (frustration).
10. A child hiding behind their parent's leg when meeting a stranger (shyness).

11. Walking away with a huff after someone says something you don't like (annoyance).
12. Smiling widely while saying "no" in a playful tone (teasing).
13. A big hug that conveys comfort without words (support).
14. Pointing and shouting instructions in a hurried manner (urgency).
15. Waving dismissively with a hand while saying "come on in" (mixed message).
16. Nodding along enthusiastically during a conversation (agreement).
17. Folding your arms and looking away while someone is apologizing (holding a grudge).
18. Tapping your foot impatiently while waiting in line (frustration).
19. Sitting on the edge of your seat, leaning forward with rapt attention during a story (engagement).
20. A speaker pacing back and forth nervously while delivering a presentation (anxiety).

List 20 examples of Body Language

Body language is a powerful tool that can communicate a lot without saying a word. Here are 20 examples of body language cues and their possible meanings:

1. **Facial Expressions:** A smile is a universal sign of happiness, while a frown can indicate sadness or anger.
2. **Eye Contact:** Making eye contact shows confidence and interest, while avoiding eye contact can suggest shyness, nervousness, or dishonesty.
3. **Posture:** Good posture (standing tall with shoulders back) conveys confidence, while slouching can indicate boredom, sadness, or lack of confidence.
4. **Open vs. Closed Posture:** Open posture (uncrossed arms and legs) suggests openness and approachability, while closed posture (crossed arms and legs) can indicate defensiveness or being closed off.
5. **Head Tilting:** Tilting your head to one side can show interest, confusion, or curiosity.
6. **Nodding:** Nodding your head is a sign of agreement or encouragement.
7. **Shaking Your Head:** Shaking your head is a sign of disagreement or disapproval.

8. **Pointing:** Pointing can be a direct way to get someone's attention or indicate something specific.
9. **Fidgeting:** Fidgeting with your hands, hair, or clothes can indicate nervousness, anxiety, or boredom.
10. **Mirroring:** Mirroring someone's body language can build rapport and show that you're paying attention.
11. **Steepling Fingers:** Steepling your fingers can indicate confidence, authority, or that you're deep in thought.
12. **Crossed Arms:** Crossing your arms can be a sign of defensiveness, disapproval, or coldness.
13. **Hand Gestures:** Hand gestures can add emphasis to your words and make your communication more lively.
14. **Walking:** The way you walk can communicate confidence, nervousness, or purpose. A brisk walk with good posture suggests confidence, while slouching and looking down can indicate sadness or boredom.
15. **Touching:** Touching someone on the arm or shoulder can be a sign of comfort, friendship, or support. However, it's important to be mindful of cultural norms and personal space.
16. **Mirrored Hair Play:** Touching or playing with your hair can indicate flirtation or nervousness, depending on the context.
17. **Lip Biting:** Lip biting can be a sign of nervousness, anxiety, or deep thought.
18. **Pursed Lips:** Pursed lips can indicate disapproval, frustration, or deep concentration.
19. **Crossed Ankles:** Crossed ankles can be a sign of confidence or relaxation, but it can also indicate that someone is closed off or trying to hide something.
20. **Rubbing Hands Together:** Rubbing your hands together can show anticipation, excitement, or nervousness.

List 20 examples of Body Language in Text Messaging. Just synthesize the concept.

Text messaging lacks traditional body language cues like facial expressions or posture. However, we can still communicate nonverbally through texting with:

1. **Emojis and Stickers:** These add emotional context and nonverbal cues to messages.
2. **Exclamation Points and Punctuation:** Excessive punctuation like "!!!" can show excitement or frustration.
3. **Ellipses (...):** Ellipses can indicate trailing off, hesitation, or awkwardness.
4. **Capitalization:** Typing in ALL CAPS can suggest yelling or emphasis.
5. **Abbreviation and Text Talk:** Using "lol" or abbreviating words can show informality or playfulness.
6. **Response Time:** A quick reply might show enthusiasm, while a delayed response could indicate disinterest or being busy.
7. **One-Word Responses:** Short replies like "ok" or "sure" can be neutral or curt, depending on the context.
8. **Text Length:** Long, detailed texts might show effort and interest, while short texts could be impersonal.
9. **Grammar and Typos:** Using proper grammar can indicate formality or care, while typos might be casual or rushed.
10. **Using GIFs or Memes:** These can add humor, relatability, or nonverbal reactions.

These are just a few examples, and the meaning behind them can vary depending on the situation and your relationship with the person you're texting.