

Non-verbal Communication



What Is Non-Verbal Communication?

- Communication without words.
- Communication using images, symbols, signs, gestures, facial expressions, postures, etc.



e.g., A smile, a frown, can communicate and convey message without words



What Is Non-Verbal Communication?

- A dynamic and continuous communication process where commonly understood codes are used by the senders and the receivers .



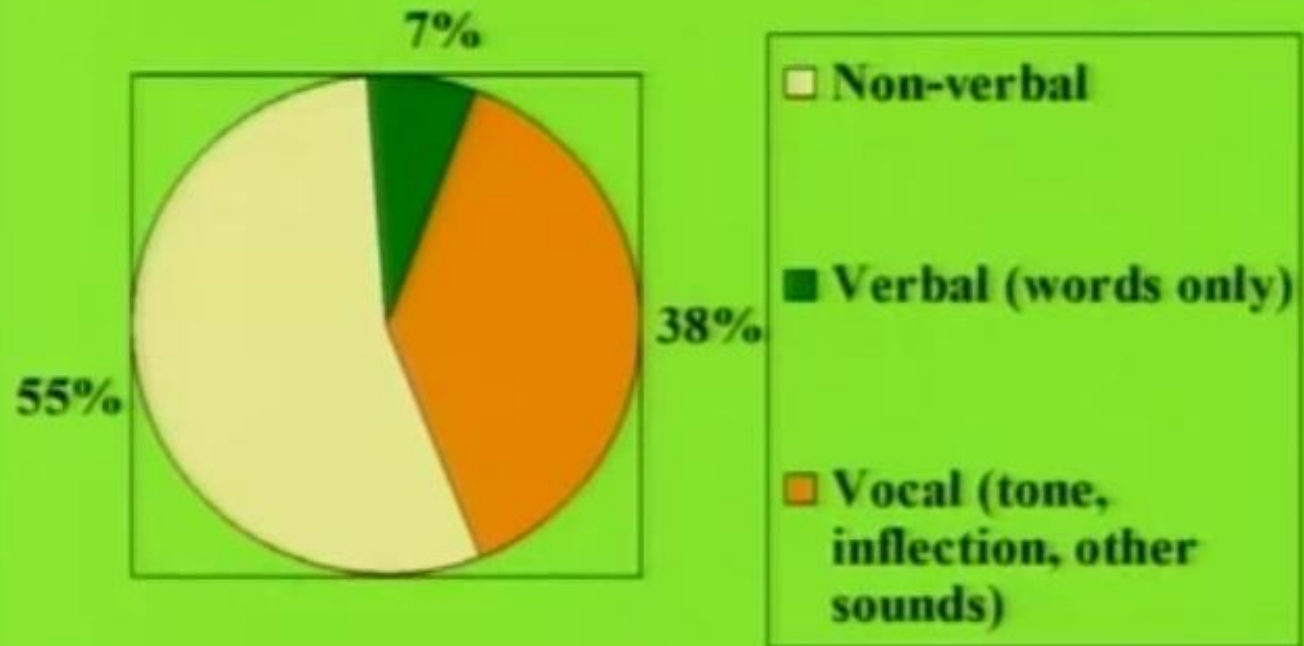



Meaning

- Non-verbal communication refers to all communication that occurs without the use of words, spoken or written.
- Non-verbal cues, however, **speaks louder than words**, as even though speech can be made up, bodily expressions can rarely be masked well enough to hide one's true feelings and emotions.
- **It is difficult to analyse them accurately.** This is because the interpretation of non-verbal cues is a very subjective concept, varying **based on people's varied backgrounds.**

Most communication is ***NONVERBAL***

(Albert Mehrabian, *Silent Messages: Implicit Communication of Emotions and Attitudes*, 1971; *Nonverbal Communication*, 1972)





Nonverbal Communication is strongly
related to verbal communication

✚ **Functions of Nonverbal Communication**

(Ekman & Friesen, 1969)

- Repeat what is said verbally
- Complement or clarify verbal meaning
- Contradict verbal meaning
- Regulate verbal interaction
- Substitute for verbal meaning



Types/Elements of Non-verbal Commu.



1. KINESICS

1. Personal appearance
2. Posture
3. Gesture
4. Facial expression
5. Eye contact

2. PROXEMICS

1. Intimate
2. Personal
3. Social
4. Public

3. CHRONEMICS

4. Haptics

5. Olfactics


6. Chromatics

7. Silence

8. Sign language

9. Artifacts

KINESICS



‘He that has eyes to see and ears to hear may convince himself that no mortal can keep a secret. If his lips are silent he chats with his fingertips; betrayal oozes out of him at every pore.’

–Sigmund Freud



KINESICS




Your Words tell me A story
but your **BODY** tells me
the whole story!

- Kinesics is the study of the body's physical movements. It is the way the body communicates without words, i.e., through the various movements of its parts.
- On paper, words remain static; however, punctuation marks are used to convey pauses, expressions, emotions, etc. But in face-to-face communication, the message is conveyed on two levels simultaneously.
- For example, suppose you are congratulating two of your friends on their successful interviews. If you extend your hand to them with a big smile on your face along with the utterance, 'Congrats', your appreciation has more impact on them than the word in isolation. Your smile and the handshake are kinesics.

Personal appearance

- People see before they hear. Just like we adapt our language to the audience, we should also dress appropriately.
- Today, the purpose of clothing has altered from fulfilling a basic need to expressing oneself.
- Appearance includes clothes, hair, accessories, cosmetics, and so on.



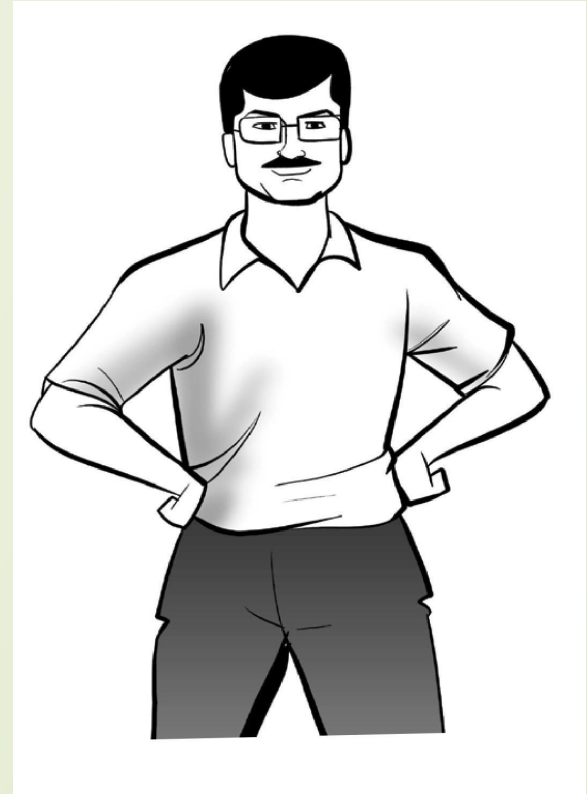


Clothing and Appearance

- Clothing and appearance as nonverbal communication tell who we are, our age, gender, status, socioeconomic class and race.
- Nonverbal communication is not an exact science, it is easy to make a bad or false first impression based on what you wear and how you look.

Posture

- Posture generally refers to the way we hold ourselves when we stand, sit, or walk.
- One's posture changes according to the situation.
- The way one sits, stands, or walks reveals a lot.
- For instance, during an oral presentation, stiff positions, such as standing akimbo (with hands on hips and elbows pointing away from the body), send the message of defiance or aggression.





Slumped



Erect



Lean forward





Lean backward



Crossed arms



Uncrossed arms

- 
- 
- Slumped posture—low spirits
 - Erect posture—high spirits, energy, and confidence
 - Lean forward—open, honest, and interested
 - Lean backward—defensive or disinterested
 - Crossed arms—defensive and not ready to listen
 - Uncrossed arms—willingness to listen

Gesture

- Gesture is the movement made by hands, head, or face. Skillful and appropriate gestures can add to the impact of verbal communication.
- An awkward gesture (like playing with a key chain or button) can mar the effectiveness of the message.
- It has been observed that there are as many as 700,000 varied hand gestures alone (Birdwhistell 1952), and the meanings derived from them may vary from individual to individual.



Enumerative



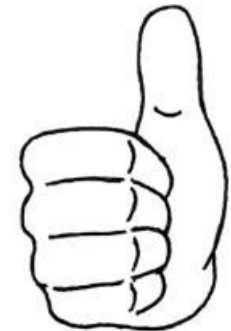
Descriptive



Symbolic



Locative




Emphatic



Types of Gestures



- Enumerative—numbers
- Descriptive—size of the objects
- Symbolic—abstract concepts
- Locative—location of an object
- Emphatic—emphasis



Basics & Universals


The Basics

- Crossing arms and legs while standing is a defensive gesture.
(Does not want to mingle with others)
- However, if you are seated this can mean empathy/sympathy.
- Feet play an important part in communication too.
- If you are standing or sitting and are attracted to someone (whether or not you are talking to them) your feet will be pointing in their direction.

Basics & Universals

Attraction

- If men are attracted to someone, they occasionally play with one of their ear lobes.
 - whereas women will play with a lock of hair or continually tuck their hair behind their ears.
- Men digging ear wax from their ears; picking nose, especially while communicating with women, are filthy or perverted.



Basics & Universals


- **Confidence:** Steepled hands, hands behind back, back stiffened, hands in coat pockets with thumb out, hands on lapels of coat.
- **Nervousness:** Clearing throat, whistling, smoking, pinching flesh, fidgeting, covering mouth, jiggling money or keys, tugging ears, wringing hands.
- **Frustration:** Short breaths, "tsk" sound, tightly clenched hands, wringing hands, fist-like gestures, rubbing hand through hair, rubbing back of neck.



NONVERBAL BEHAVIOR	INTERPRETATION
Tilted head	Interest
Stroking chin	Trying to make a decision
Looking down, face turned away	Disbelief
Biting nails	Insecurity, nervousness
Rubbing hands	Anticipation
Pulling or tugging at ear	Indecision



NONVERBAL BEHAVIOR	INTERPRETATION
Hand to cheek	Evaluation, thinking
Touching, slightly rubbing nose	Rejection, doubt, lying
Rubbing the eye	Doubt, disbelief
Hands clasped behind back	Anger, frustration, apprehension
Locked ankles	Apprehension
Inspecting fingernails or looking at a watch	Boredom, Vanity
Head resting in hand, eyes downcast	Boredom



NONVERBAL BEHAVIOR	INTERPRETATION
Sitting with hands clasped behind head, legs crossed	Confidence, superiority
Open palm	Sincerity, openness, innocence
Pinching bridge of nose, eyes closed	Negative evaluation
Tapping or drumming fingers	Impatience
Steepling fingers	Authoritative
Patting/fondling/rubbing hair	Lack of self-confidence; insecurity

**There are two ways to indicate
that someone is crazy.**



1. Tap your index finger on your forehead

2. Point your finger at your forehead and turn it like a screwdriver.



The face



- The most powerful 'channel' of NVC
- We indulge in an "encoding"/"decoding" process while using facial expressions for communication.
- Even in the most simple interaction, we focus on face.
- Face gives clues to: attraction, interest in relationship, display of emotions, identity, background, age, humor, and sub-texts.

FACE TO FACE

The language of facial expression

SIX BASIC FACIAL EXPRESSIONS



The first two universal
facial expressions are

JOY... ..and SORROW



Paul Ekman, *Emotions Revealed*

Other universal expressions



Fear



Anger

Surprise



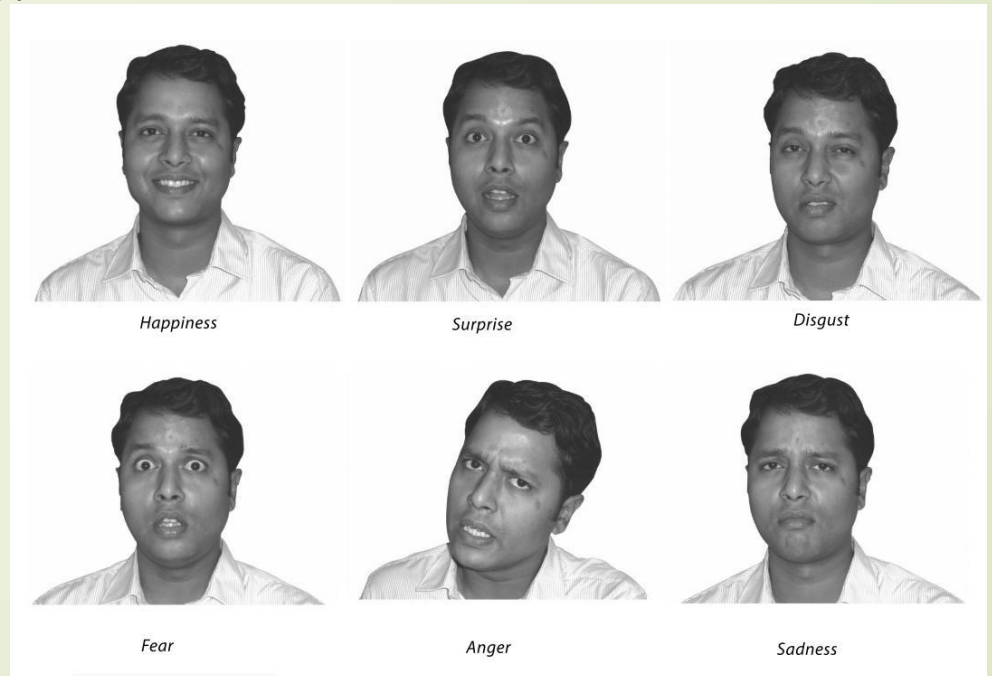
Disgust



Facial expression

- The face is the most expressive part of our body.
- A smile stands for friendliness, a frown for discontent, raised eyebrows for disbelief, tightened jaw muscles for antagonism, etc.
- People tend to hide their true feelings, and project expressions that are appropriate according to the circumstances.
- The six basic facial expressions are:

1. Happiness
2. Surprise
3. Disgust
4. Fear
5. Anger
6. Sadness



Six Basic Facial Expressions



Anger

Fear

Disgust

Happy

Sad

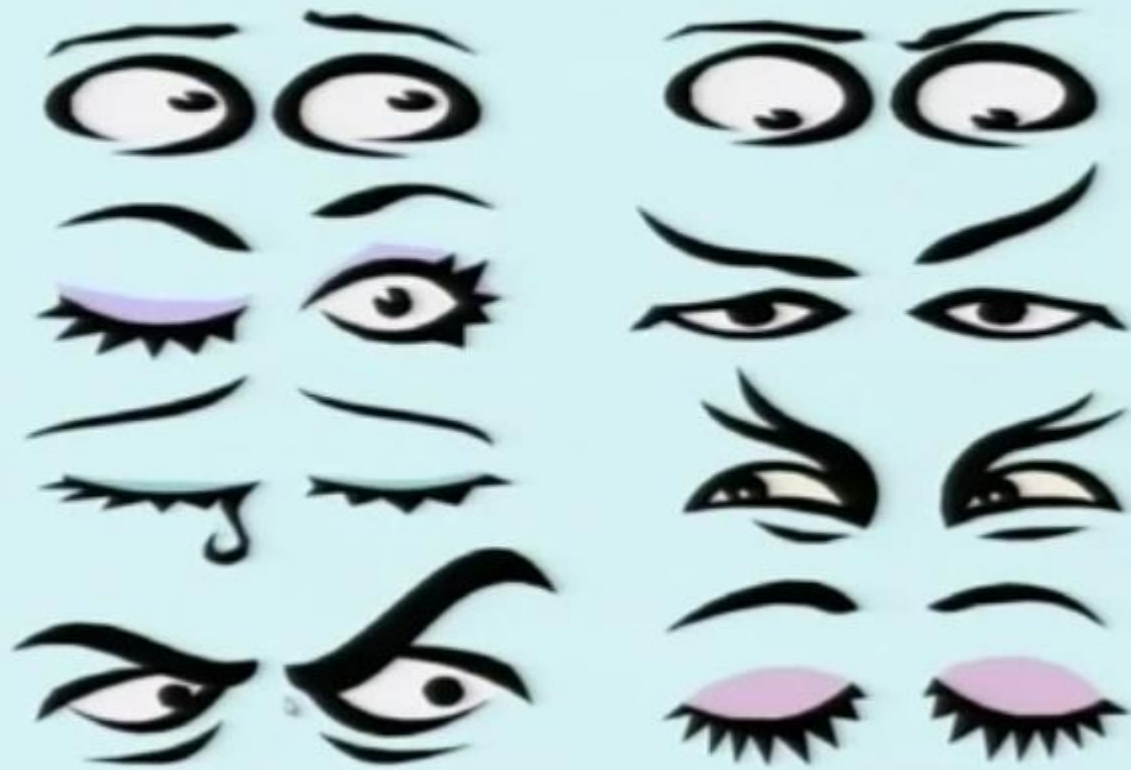
Surprise



Eye contact (Oculesics)

- Eyes are considered to be the windows of the soul.
- We look at the eyes of a speaker to find out the truthfulness of his/her words, intelligence, attitudes, and feelings.
- Eyes are also a rich source of feedback.
- Prolonging the eye contact for three to five seconds (without, however, giving the impression of staring) tells the audience that the presenter is sincere in what he/she says and that he/she wants us to pay attention.
- The eyes should convey the message, 'I am pleased to talk to you, do believe in what I am saying?'

Eyes: Do they tell the same story?





OCULESICS: Gaze & Eye Contact

- **Gaze** is the term used to mean looking at a person
- **Eye-contact** means mutual gaze, where the two look at each other at the same time
- Maintaining eye contact signals genuineness
- Avoiding it signals shiftiness



OCULESICS: Gaze & Eye Contact

- Americans are taught to look directly.
- Japanese and Koreans are taught to avoid direct eye contact, direct eye contact to them is considered a weakness, and may indicate sexual overtones!



Proxemics

- Proxemics is the study of physical space in interpersonal relations.
- In a professional setting, space is used to signal power and status.
- Gestures should be in accordance with the space available.
- Interestingly, like kinesics, proxemics also has cultural variations.

PROXEMICS: Extent of space



Importance/degree of formality

e.g. taking back seat in taxi

The bigger the leader, the larger the area sealed;
greater the honour when they come near/shake hands

Sitting on a park bench; leaving space for strangers

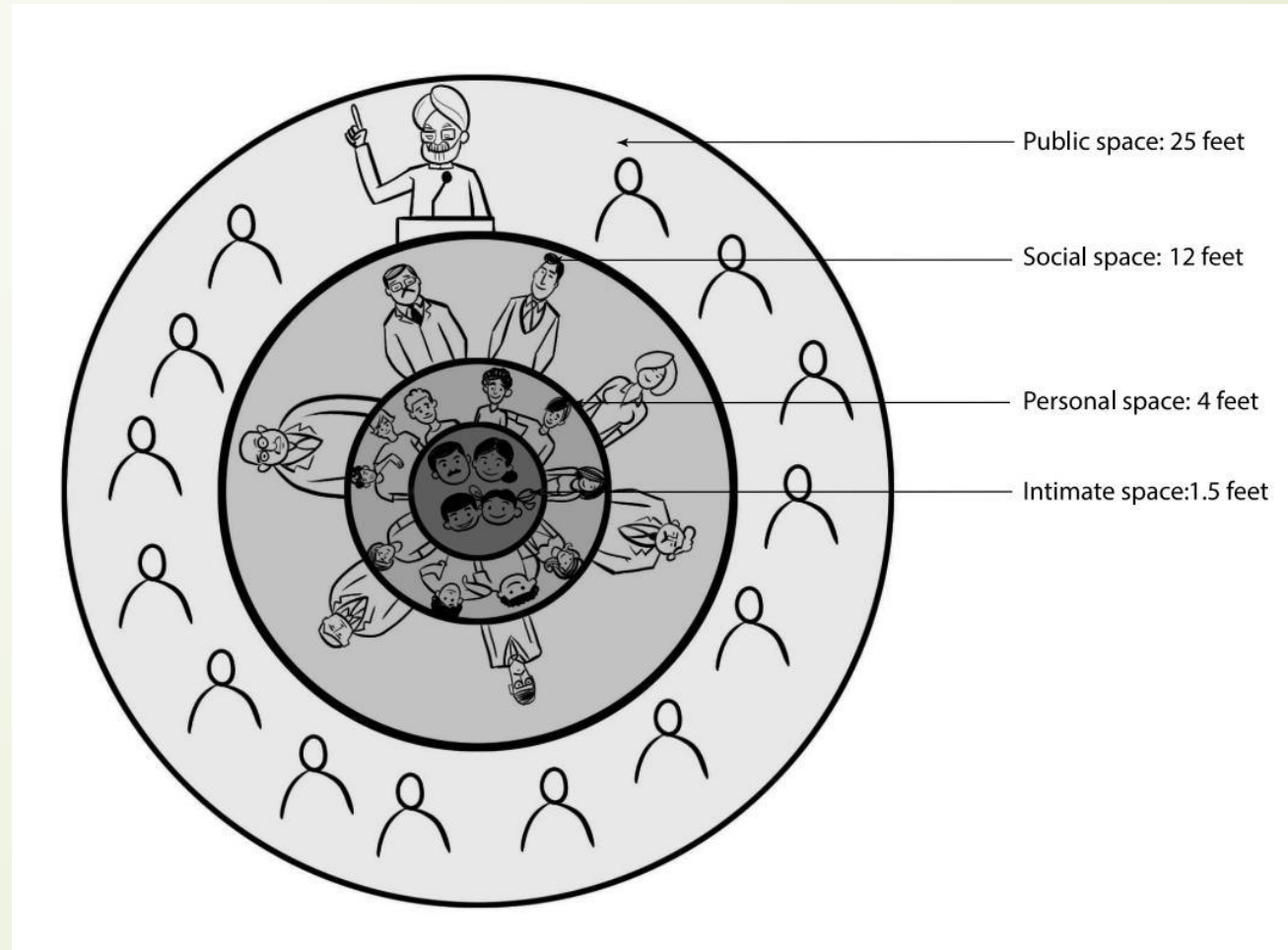


**When Physical space is not available, we
create Psychological space**

An overcrowded lift—tighten our muscles, shrink
ourselves

Edward T. Hall (1966) divides space into four distinct zones

1. Intimate 2. Personal 3. Social 4. Public



When you invade my space

- Reactions to an invasion of your space

- Feel troubled
- Get defensive
- Become aggressive
- Retaliate



When you invade my space

- Reactions to an invasion of your space

- Avoid conversation
- Avoid eye contact
- Place objects in between
- Focus attention elsewhere





CHRONEMICS



- Chronemics is the study of how human beings communicate through their use of time.
- When we are late for an appointment, people react negatively. If we arrive early, we are considered either over-eager or aggressive. So, we should always be on time.
- People have their own time language. To one person who wakes up at 8:00 a.m., 6:30 a.m. may be early.
- Time language also varies from culture to culture. In Latin countries, meetings usually begin well after their appointed time.
- In India, time language varies according to the occasion. Punctuality is expected for a professional meeting, but it is not insisted upon for a party. People in India are generally liberal with time.

CHRONEMICS: Time Perception

- Arriving late is a way of showing importance
- **Time Taken for an event is symbolic**
More time with people and projects that interests more (interviews)
- Time Taken to respond is symbolic
boss approving requests
- The Timing of an Event can have symbolic overtones





Olfactics



- The study of sense of smell
- Someone's smell can have a positive or negative effect on the oral message.
- Although people of the U.S. respond negatively to body odors, Arabs are comfortable with natural body odors.
- Other cultures in which smell plays an important role include the Japanese and Samoans.



Haptics

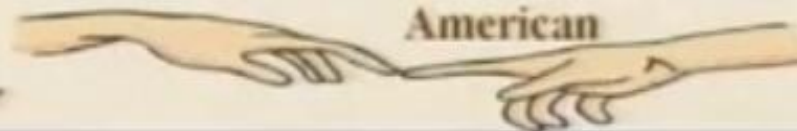


- Refers to communicating through the use of bodily contact.
- Touch, when used properly, may create feelings of warmth and trust; when used improperly, touch may cause annoyance and betray trust.

HAPTICS: Touch

Use of physical contact when communicating

- ✓ One of the very first non-verbal symbols a new-born baby is lovingly exposed to—continues as major means
 - *In India:* men walking hand in hand shows friendship
 - Europe:* homo-sexuals
- ✓ Meanings are imposed by culture
 - e.g., A Male Guest visiting the lady of the house—
 - *Latin American:* hugs
 - *European:* Shakes/kisses her hand
 - *Indian:* Namaste
 - *Arab:* Not even sees her
 - *In India:* Touching the feet of elders—normal to show respect
 - America:* appears to be slavish & embarrasses an American





HAPTICS – Professional touch

- Americans use a firm, solid grip
- Middle Easterners and Orientals prefer a gentle grip—a firm grip to them suggests unnecessary aggressiveness



**Neither the deadfish nor
the knuckle grinder...**



Dead Fish Handshake





What is Paralanguage or Metacommunication?

- **Voice** - 'vibrant', 'thick' or 'flat'
- **Voice Dynamics**
 - **Intonation** no two intonations are alike
 - **Rhythm** accent certain syllables more definitely, lengthen more vowels, shorten unaccented vowels
 - **Continuity of Speech** speak brokenly, in uneasy splashes of word groups, speak continuously
 - **Speed of Speech** speak above or below certain socialized speeds
- **Pronunciation**
- **Vocabulary** Personality reflected in choice of words
- **Style**



Chromatics



- Communication of messages through colors.
- It is a scientific movement which explores the physical properties of colour and the effect of color on humans.
- The connotations colors have may be positive or negative depending on the culture.
- In Us common to wear black when mourning, in India people prefer white.



Silence



- Another important aspect in communication.
- When we are silent, we are also communicating! What we communicate depends on what kind of silence it is.
- Mostly subject of conversation plays major role in this.
- The more emotionally loaded subject is, the more silence we need.
- Silence in group conversations are difficult to be handled for lot of people.



Sign language



? Visual Sign

- Crossed bones under a skull as a danger signal.
- Cross over a cigarette as warning against smoking.
- Lights-green or red at traffic points, railway stations, outside operation theatre of hospital, revolving light on the top of VIP vehicle/ambulance.

? Audio Signs

- Alarm signals
- Blowing a horn
- Buzzer, bells



Clothing & other artifacts



- Artifacts are forms of decorative ornamentation that are chosen to represent self-concept. They can include rings and tattoos, but may also include brand names and logos.
- From clothes to cars, watches, briefcases, purses, and even eyeglasses, what we choose to surround ourselves with communicates something about our sense of self.
- They may project gender, role or position, class or status, personality, and group membership or affiliation.

Becoming a Non-verbalist: How to identify a liar?


- ✓ **Sweating , Biting of fingernails , Chewing of the inside of the mouth**
- ✓ **Drying up of the mouth, Covering the mouth**
- ✓ **Rubbing the nose continuously**
- **This is if they are bad liars, or they are lying to someone that knows them well!**
- **Some people are excellent liars, and can mask all of the above.**



Becoming a Non-verbalist: How to identify a liar?

- Professional liars have refined their body gestures!
- ✓ Observe combinations of behaviours that a person is displaying.
- The ability to tell whether someone is lying depends on many factors that must be observed, rather than just one factor that can completely mislead you.
- ✓ Differences in behaviour from their 'normal' behaviour
- ✓ Variation in the normal eye contact duration
- ✓ Tendency to look up (to cook up something!)
- ✓ Hand gestures/lack of gestures
- Police interrogators: suspect's body in full view
- The best way to lie is over the telephone!

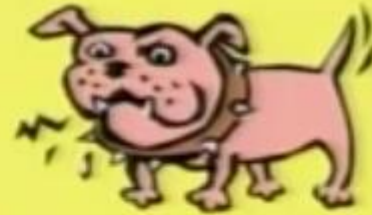




Caution!!!

- The main point is don't apply one piece of information as meaning everything.
- You must be observant of all the possible factors that may be contributing to the other person's movements, including things like temperature, climate and weather.
- Don't jump to conclusions, be aware of your surroundings and familiarize yourself with the other person's habits, gestures, signs and body language before making any assumptions.

Aggression?!




- At first glance, the pup appears to be showing aggression. However, when you look more closely you will see that the eyes are closed and that the ears are back.
- The pup is yawning!

Positive Body Language


- **Smile**
- **Open Posture**
- **Forward Lean**
- **Touch**
- **Eye Contact**
- **Gestures & Nods**





Competent Communicators

- **Competent communicators are good at monitoring their nonverbal messages and messages from others.**
- **Competent communicators develop a wide range of nonverbal behaviors to use in different situations.**



Competent Communicators

- **Competent communicators pick up and follow up on the nonverbal cues from others. People do not often honestly tell us what they are thinking and feeling.**
- **Competent intercultural communicators are more tolerant and accepting of differences in nonverbal communication among cultures.**

Non-verbalists,
Analyze this!

