



TRƯỜNG ĐẠI HỌC BÁCH KHOA HÀ NỘI
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Nonverbal Communication

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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.

Verbal & Nonverbal communication

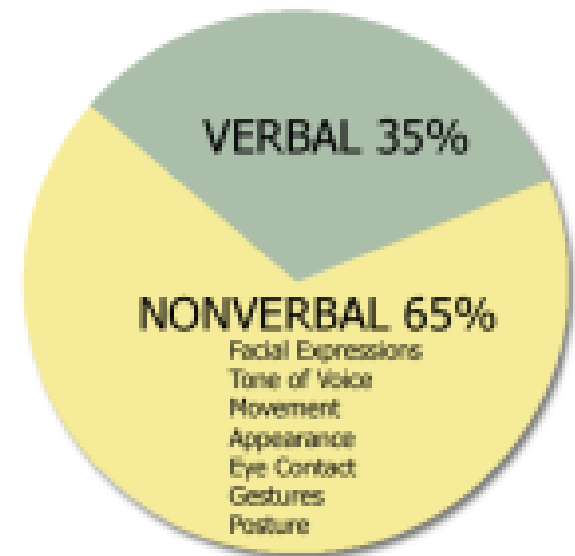
- Before moving forward, let's keep in your mind that verbal communication and nonverbal communication are interconnected and they operate together in communication.
- Verbal and non verbal are all types of communication. But the difference between them is that we use our voice in verbal communication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

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



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.



Types of Nonverbal Communication

There are two types of nonverbal communication:

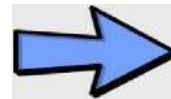
- **Intentional nonverbal communication**

Example: Pointing out the finger, giving smile and clapping.

- **Unintentional nonverbal communication**

Example:.....?

This may be intentional or unintentional nonverbal communication message?



Form of nonverbal communication

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

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.



Facial Expressions

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



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.



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.



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.





Let see some most common gestures











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.



Nonverbal Communication Around the World

Nonverbal Communication in **Pakistan**

Expressing
happiness,
respect and
love for others.



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.



Nonverbal Communication Around the World

Nonverbal Communication in **Argentina**

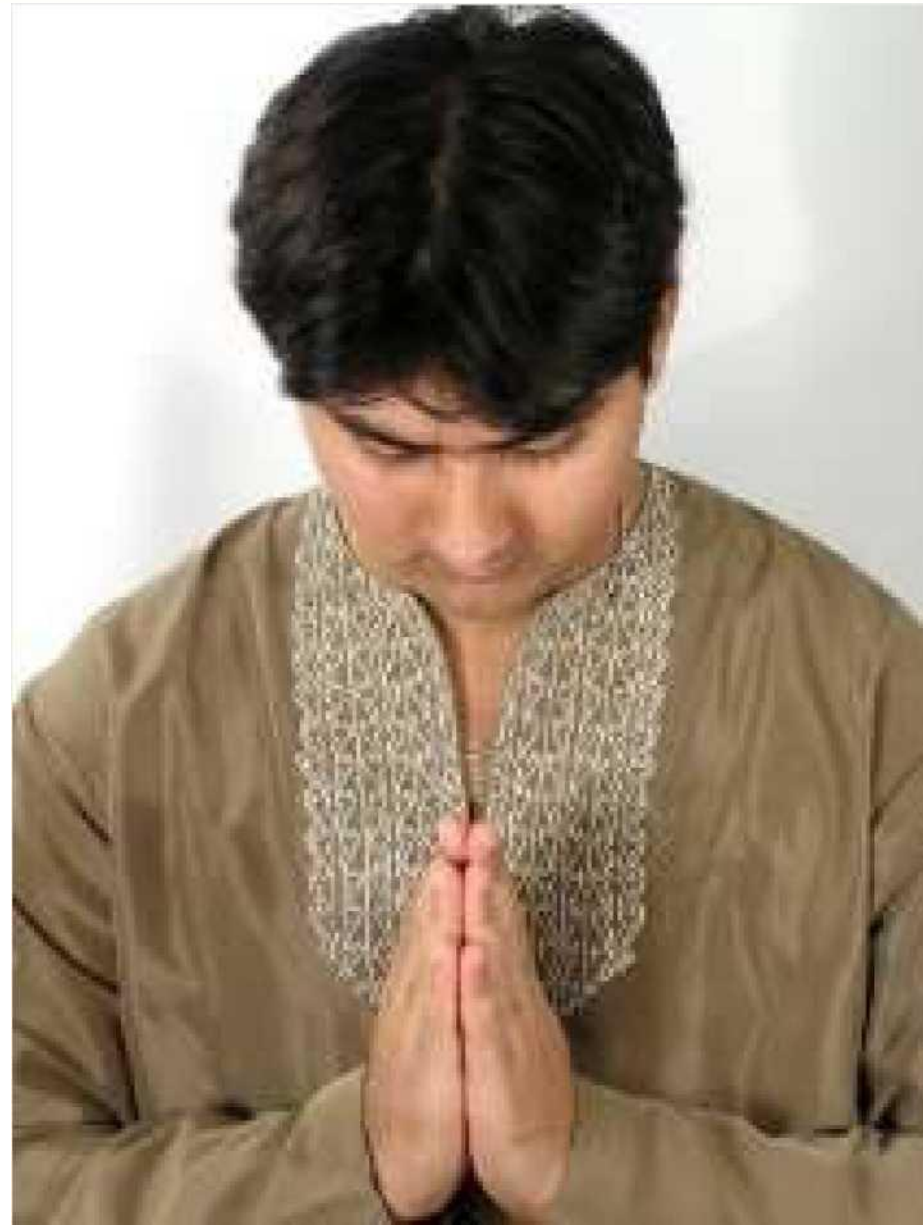
A handshake and nod show respect when greeting someone.



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.



Nonverbal Communication Around the World

Nonverbal Communication in the **U.S.A**

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



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.

