

# ***SUMMARY NOTES ➔***

## **NON-VERBAL COMMUNICATION**

- **Non-Verbal Communication** is the transmission of messages or signals through a non-verbal platform such as eye contact, facial expressions, gestures, posture, distance between two individuals, dressing, silence, sign language, etc.

### **NON-VERBAL COMMUNICATION IN BRIEF:**

- **Kinesics ➔** the use of visual cues such as body language
- **Proxemics ➔** the distance between two individuals
- **Paralanguage or Vocalics ➔** the use of the voice
- **Haptics ➔** the use of touch
- **Olfactics ➔** the study of scent
- **Chronemics ➔** the use of time
- **Oculesics ➔** the use of eye contact and the actions of looking while talking and listening, frequency of glances, patterns of fixation, pupil dilation, and blink rate

### **KINESICS:**

- Founder of the term ➔ Ray Birdwhitell
- Kinesics is the interpretation of body motion communication such as facial expressions and gestures
- It is non-verbal behavior related to movement of any part of the body or the body as a whole. It is also referred to as body language

### **OCULESICS:**

- Oculesics, a subcategory of kinesics. It is the study of eye movement, eye behavior, gaze, and eye-related non-verbal communication.
- Oculesics is one form of non-verbal communication, which is the transmission and reception of meaning between communicators without the use of words.
- It studies the use of eye contact and the actions of looking while talking and listening, frequency of glances, patterns of fixation, pupil dilation, and blink rate

### **OLFACTICS:**

- Olfaction, or the sense of smell, is the process of creating the perception of smell.
- It occurs when an odour binds to a receptor within the nose, transmitting a signal through the olfactory system.

- Olfaction has many purposes, including detecting hazards, pheromones, and plays a role in taste.

### **PARALANGUAGE:**

- The study of paralanguage is known as paralinguistics, and was invented by George L. Trager in the 1950s.
- It is also known as vocalics.
- It explains modify meaning, give nuanced meaning, or convey emotion, by using techniques such as prosody, pitch, volume, intonation, etc.
- It may be expressed consciously or unconsciously.
- It is learned and transmits culture and social identity

### **HAPTICS:**

- Haptic communication refers to the ways in which people and animals communicate and interact via the sense of touch.
- Touch is the most sophisticated and intimate of the five senses.
- Touch or haptics, from the ancient Greek word *haptikos* is extremely important for communication; it is vital for survival.
- Touch is the earliest sense to develop in the foetus. Similarly to infants, in chimpanzees the sense of touch is highly developed. As newborns they see and hear poorly but cling strongly to their mothers.
- Touch can come in many different forms, some can promote physical and psychological well-being. A warm, loving touch can lead to positive outcomes while a violent touch can ultimately lead to a negative outcome. The sense of touch allows one to experience different sensations such as: pleasure, pain, heat, or cold.
- The sense of touch is the fundamental component of haptic communication for interpersonal relationships.

### **PROXEMICS:**

- Founder of the term in 1963 → Edward T. Hall.
- It is the study of human use of space and the effects that population density has on behaviour, communication, and social interaction.
- It is defined as "the interrelated observations and theories of humans use of space as a specialized elaboration of culture".
- Impact of proxemic behavior (the use of space) on interpersonal communication.
- Evaluates not only the way people interact with others in daily life, but also "the organization of space in [their] houses and buildings, and ultimately the layout of [their] towns".
- Proxemics remains a hidden component of interpersonal communication that is uncovered through observation and strongly influenced by culture.

**CHRONEMICS:**

- Chronemics is the study of the use of time in non-verbal communication.
- The way that an individual would perceive and value time, structure our time and react to time is a powerful communication tool, and helps set the stage for the communication process.
- Across cultures, time perception plays a large role in the nonverbal communication process.
- Time perceptions include punctuality, willingness to wait, and interactions. The use of time can affect lifestyles, daily agendas, speed of speech, movements and how long people are willing to listen.
- Time can also be used as an indicator of status. For example, in most companies the boss can interrupt progress to hold an impromptu meeting in the middle of the work day, yet the average worker would have to make an appointment to see the boss.
- The way different cultures perceive time can influence communication as well.

**SILENCE:**

- More than 80% of communication is transmitted through non-verbal communication.
- Silence is powerful tool and critical aspect of non-verbal communication.
- Silence can convey messages better than words. You can say a lot by saying nothing
- Both the wise and the afraid use it as a tool of communication.

**DRESSING:**

- Dress is considered an aspect of non-verbal communication and has social significance for the audience.
- Dress also includes the things that people wear such as jewelry, ties, handbags, hats and glasses.
- Clothing conveys nonverbal clues about a speaker's personality, background and financial status