



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 13

Meta-communication

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Communication beyond word

A meta-communication is an implied meaning by the choice of words, tone of voice, fumbling, silence or omission.



Contd.

- It may either be intentional or unintentional.
- Meaning is confined not only to words.
- It may symbolize neutrality.
- It may be used to hide meaning.



Contd.

- Meta-communication may also show lack of interest.
- Meaning in meta-communication depends upon positioning of words, as in;

Try to reach the venue, well in time.

Best of luck.

Contd.

- Silence is a form of meta-communication.
- Communication is the result of shared assumptions and unspoken arguments between the sender and the receiver.
- Silence speaks volumes.

Advantages of Silence

- It relieves audience members.
- Provides thinking time to speakers.
- Silence ignites thoughts.
- Listeners love a speaker who situates silences amid words.



Non-words

- Silence is a form of non-word.
- Fast delivery mars speech as speakers tend to fill unnecessary vocalized pauses.
- Non-words may denote ambiguity/doubt.
- Space always exists between words and phrases, clauses and sentences.

Silent time

- Audiences hate too much noise and lengthy silences.
- Non-words may result in confused noises.
- Be silent when you've nothing to say.
- Non-words loudly announce your lack of preparation.

An observation

“Lying is done with words and also with silence.”

- Adrienne Rich



Pauses

- A brief break from deluge of words
- Help in dividing speakers' thoughts and ideas
- Ensure proper rapport and goodwill
- Exhibit confidence and control

Advantages of Pauses

- Help in developing relationships and ensuring cordiality.
- Allow speakers to gain feedback.
- Provide listeners time to think and comprehend, revise and reassure.
- Lend speakers confidence to beautify speech.

Use of Effective pauses

“Ask not what your country can do for you;
ask what you can do for your country.”

- John F. Kennedy

