



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 09

Communicating Without Words

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Anthropologists' view

- *35% Verbal and 65% non verbal*
- Ray Birdwhistell
- *7% verbal, 38% vocal and 55% non verbal*
- Mehrabian



Non- verbal Communication

- Communicating without Words
- Communicating through non verbal symbols
- No substitute for verbal
- More impact

Importance of NVC

- Non verbal Communication is unintentional.
- Supplements verbal communication.
- Spontaneous and unstructured.
- Non –verbal messages have two levels.



Types of NVC

- Kinesics
- Proxemics
- Chronemics
- Paralanguage
- Haptics
- Meta-communication

Kinesics

He who has eyes to see and ears to hear can convince that no mortal can keep a secret. If his lips are silent, he chatters with his finger tips, betrayal oozes out of him at every pore.

Sigmund Freud



Forms of Kinesics

- ☐ Personal appearance
- ☐ Facial expressions
- ☐ Eye contact
- ☐ Posture
- ☐ Gestures

Personal Appearance

- Face is a junction of emotions.
- Face is the index of mind.
- A false face must have a false heart within.

Eye contact

- Men trust their ears less than their eyes.
- Windows of the soul
- Eyes reflect sincerity & indicate our emotion
- Establishes goodwill and creates rapport

Movement

- People make impression about you the way you move.
- Avoid rushing.
- Maintain grace while moving.



Posture

- Positioning of one's arms, hands and shoulders.
- You reveal yourself the way you sit.
- Sit relaxed but be alert.

Avoid the following:

Clamping, banding , playing with rings and buttons

Pussyfooting, plodding, shuffling, being belligerent

Gestures

Movement of hands, arms, shoulders and torso

- Enumerative — number or distance
- Descriptive — size of the object
- Locative — location of an object
- Symbolic — subtle suggestion
- Emphatic - emphasis

Hand Movements are symbolic

- Limp hands /Hanging hands boredom
- Flat hands silent questions
- Open hands trust, interest
- Clenched hands tension and frustration
- Covered hands insecurity
- Clinging hands uncertainty
- Wringing hands discomfort/tension
- Fists determination, anger

Contd.

- Crossing the arms negative attitude
- Arms and legs uncrossed attentive
- Double handed handshake intimacy
- Dead fish handshake formality
- Glove handshake politician's handshake



Contd.

- Arms swinging goal oriented
- Hands in pocket critical and secretive
- Hands on hips fulfilling goals in short time
- Meditative walk preoccupied
- Pacing thoughtful
- Swagger power, struggle and dominance

Avoid the following gestures

- Scratching head/ eyebrows
- Tugging earlobes/buttons/sleeves
- Twitching the nose/rubbing the cheek
- Cracking the knuckles
- Glancing at the wrist watch

