

BUSINESS COMMUNICATION

NONVERBAL COMMUNICATION

February,9,2022

Skoltech

Professor Maxim Kiselev, CEI





The Four Communication Skills



Listening and Feedback

Nonverbal means of transmitting a message

Motions

Body language

Para verbal means



TIME TO LISTEN

Skoltech



Receiving Feedback

BE OPEN, NOT DEFENSIVE



LISTEN CAREFULLY



CLARIFY YOUR UNDERSTANDING



SEEK SUGGESTIONS FOR DOING THINGS DIFFERENTLY



RECEIVE GOOD FEEDBACK AS A GIFT

Giving Feedback

- **ASK**, don't tell
- **DESCRIBE**, don't judge
- **BEHAVIOUR**, not personality
- Be **CONSTRUCTIVE**
- Be **RESPECTFUL**

Nonverbal Communication

Is it possible to communicate without words?



Nonverbal Communication

Over half of your message is carried through nonverbal elements:

- Your appearance
- Your body language
- The tone and the pace of your voice.



Nonverbal Communication

Before someone processes our verbal messages,

- Taken in our appearance,**
- Registered our enthusiasm and sincerity**
- Noted our tone of voice and processed all into nonverbal message.**
- If this message reinforce the content of verbal one, it means we send a powerful message.**
- If the two messages do not match, they may cancel each other and that means no messages delivered.**

Nonverbal Communication



- The process of sending and receiving *wordless* messages by means of facial expressions, gaze, gestures, postures, and tones of voice.
- Nonverbal cues include *all* expressive signs, signals and cues ---which are used to send and receive messages

Nonverbal Communication

Messages can be communicated through:

- 1. Gestures: It includes movement of hands, face or other parts of the body.**
- 2. Posture or Body language**
- 3. Facial expressions**
- 4. Eye contact**
- 5. Emblems**
- 6. Haptics**
- 7. Appearance & object**



Meaning can also be communicated through object

- **Clothing**
- **Hairstyle**
- **Architecture**
- **Symbols**
- **Dance**
- **Icons (Image, picture, or representation)**
- **Handwriting style arrangement of words physical layout of a page**



BODY LANGUAGE



Body Language

Movements of the:

- Body
- Limbs
- Head
- feet and legs
- facial expressions
- eye behavior
- posture



<https://www.youtube.com/watch?v=Ks-Mh1QhMc> Amy Cuddy Your Body Language May Shape Who You Are (21')



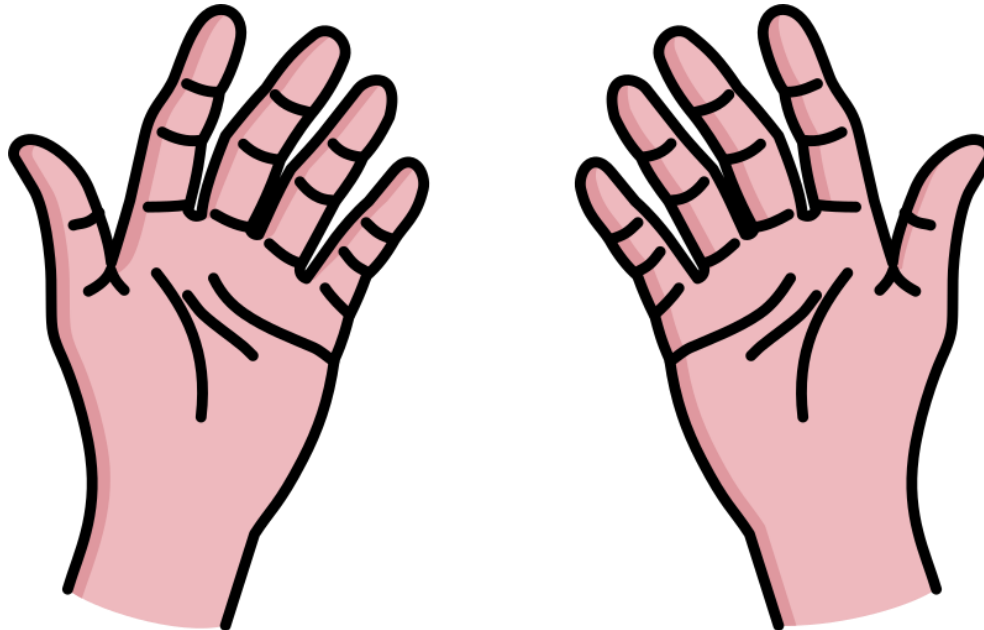
→ Some movements provide information about **emotions**



→ Some give information about **personality traits or attitude**

Hands –Arms - Palms

- Hand : The lowest part of the arm, below the wrist and including the fingers.
- Arms : One of the two upper limbs of a human being
- Palms: The soft fleshy part of the hand between the fingers and the wrist which is covered with many lines



Palm facing down indicates

**Telling somebody to sit down
or
stopping somebody**



**Facing up position
(gesture of submission)**



**FACING DOWN POSITION
(REQUEST WITH AUTHORITY)**

Hand shake (shook hand)





The "left-side-advantage"



double-hander wraps



"Political Double-Hander"



hand cupped and not fully opened



Finger tip hand shake



Stiff Arm Thrust





?

??



???



**Submissive
palm position**

Dominant palm position



**Aggressive
palm position**

Rubbing hands



?

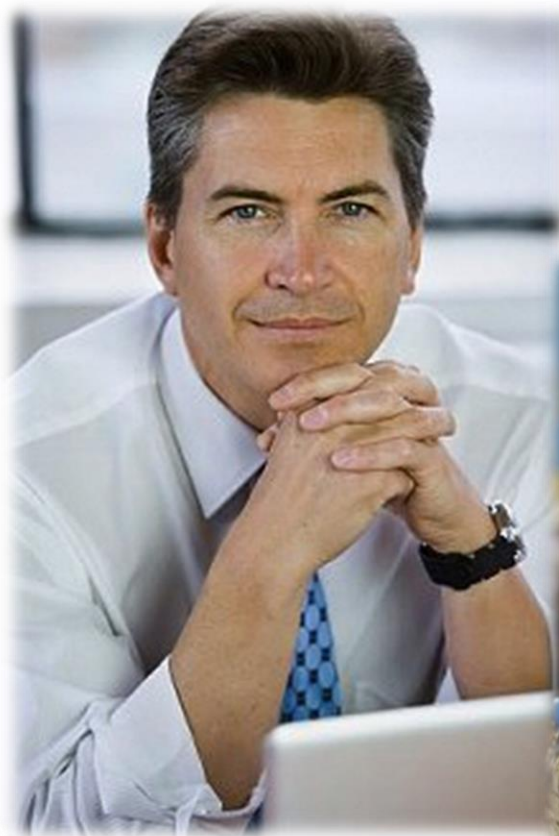
Rubbing hands



**Positive
expectation**

Clenched hands

?



Clenched hands

Clenched hands indicate people who are difficult to decipher



Confidence

Frustration

Gripping hands



**Thumb
displays
what?**

Negative & superior attitude

Thumb displays



Dominant or aggressive



ARM GRIPPING GESTURE



ARM GRIPPING GESTURE

**Show that the user is 'cool'
and to make his superiority felt**

Partial Arm-Cross Barrier Gesture

**lacking in
self-confidence**



Readiness



**‘Readiness’ which in the right
context is correct,
but the basic meaning is
aggression**





Open palms indicate honesty

Mind your body language, dude!



NONVERBAL BEHAVIOR

1. Brisk, erect walk
2. Standing with hands on hips
3. Sitting with legs crossed, foot kicking slightly
4. Sitting, legs apart
5. Arms crossed on chest
6. Walking with hands in pockets, shoulders hunched
7. Hand to cheek
8. Touching, slightly rubbing nose
9. Rubbing the eye
10. Hands clasped behind back
11. Locked ankles
12. Head resting in hand, eyes downcast





NONVERBAL BEHAVIOR

1. Brisk, erect walk
2. Standing with hands on hips
3. Sitting with legs crossed, foot kicking slightly
4. Sitting, legs apart
5. Arms crossed on chest
6. Walking with hands in pockets, shoulders hunched
7. Hand to cheek
8. Touching, slightly rubbing nose
9. Rubbing the eye
10. Hands clasped behind back
11. Locked ankles
12. Head resting in hand, eyes downcast

INTERPRETATION

1. Confidence
2. Readiness, aggression
3. Boredom
4. Open, relaxed
5. Defensiveness
6. Dejection
7. Evaluation, thinking
8. Rejection, doubt, lying
9. Doubt, disbelief
10. Anger, frustration, apprehension
11. Apprehension
12. Boredom

Nonverbal Behavior

1. Rubbing hands
2. Sitting with hands clasped behind head, legs crossed
3. Open palm
4. Pinching bridge of nose, eyes closed
5. Tapping or drumming fingers
6. Patting/fondling hair
7. Tilted head
8. Stroking chin
9. Looking down, face turned away
10. Biting nails
11. Pulling or tugging at ear



Nonverbal Behavior

1. Rubbing hands
2. Sitting with hands clasped behind head, legs crossed
3. Open palm
4. Pinching bridge of nose, eyes closed
5. Tapping or drumming fingers
6. Patting/fondling hair
7. Tilted head
8. Stroking chin
9. Looking down, face turned away
10. Biting nails
11. Pulling or tugging at ear

Interpretation

1. Anticipation
2. Confidence, superiority
3. Sincerity, openness, innocence
4. Negative evaluation
5. Impatience
6. Lack of self-confidence; insecurity
7. Interest
8. Trying to make a decision
9. Disbelief
10. Insecurity, nervousness
11. Indecision



Emblems

- Thumbs up
- V with fingers
- Hand grasping throat
- hand to mouth
- tilt head, eyes closed



Emblems

→Thumbs up	OK
→V with fingers	victory
→Hand grasping throat	choke
→hand to mouth	eating
→tilt head, eyes closed	sleeping

Use of Emblems (a)

→ **Insults**

→ **Directions**

come

stop

go

slow down

→ **Greetings**

→ **Departures**



Use of Emblems (b)

selected responses to questions

yes

maybe

no

I don't know

physical state

emotion

triumphant

sad

angry

Part of body associated with emblems

- Often the **hands...** but not exclusively
- Nose wrinkle **Disgust**
- Drop of the jaw and exaggerated raising of the eyebrows **Surprise**
- Upturned palms, shrugged shoulders **Uncertainty**



We Express Ourselves Through....

→ **Posture**(Gait, Walk, sitting)

(Position of body)

→ **Gestures**(Movements of hands , Legs, fingers etc.)

(A Motion of hand, head or body to emphasize an idea or emotion while speaking)

→ **Facial Expressions**(Eyes, eyebrows, lips, chin)

Sensory Channels

It is also important to remember that while communicating we not only use different frames of mind but also use various sensory channels like ;

- Verbal contents (Words)
- Auditory content (Voice tone)
- Visual content (gestures, facial expressions) and sometimes sense of touch and smell ,too.

Emotions- Express with Facial Expressions

- **Surprise**
- **Fear**
- **Disgust**
- **Anger**
- **Happiness**
- **Sadness**

Four basic modes of Body Language

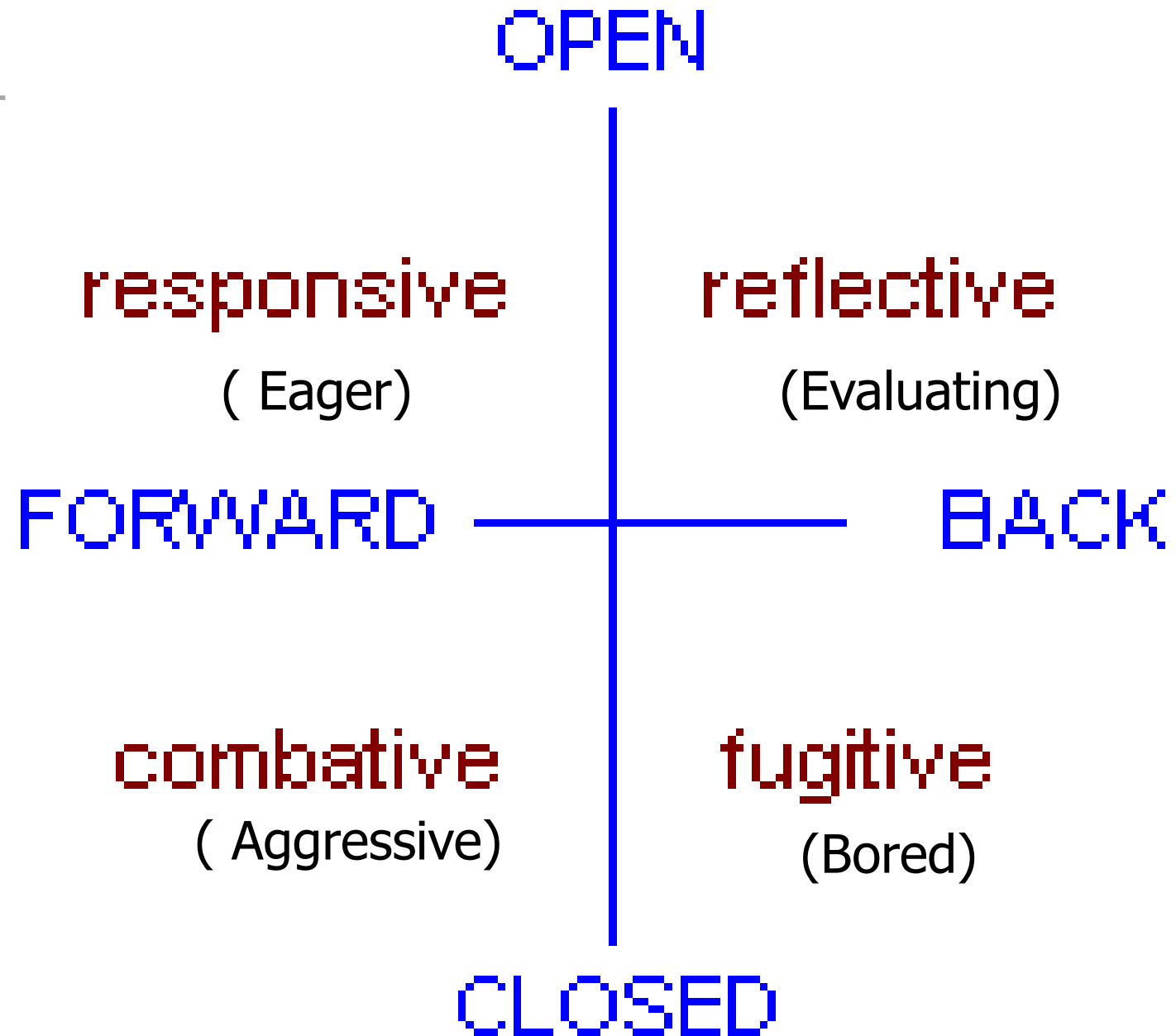
- **Responsive**- (Eager)
- **Reflective**-(Evaluating)
- **Fugitive** -(Bored)
- **Combative**- (Aggressive)

Two basic groups of postures: **OPEN/CLOSED** and **FORWARD/BACK**

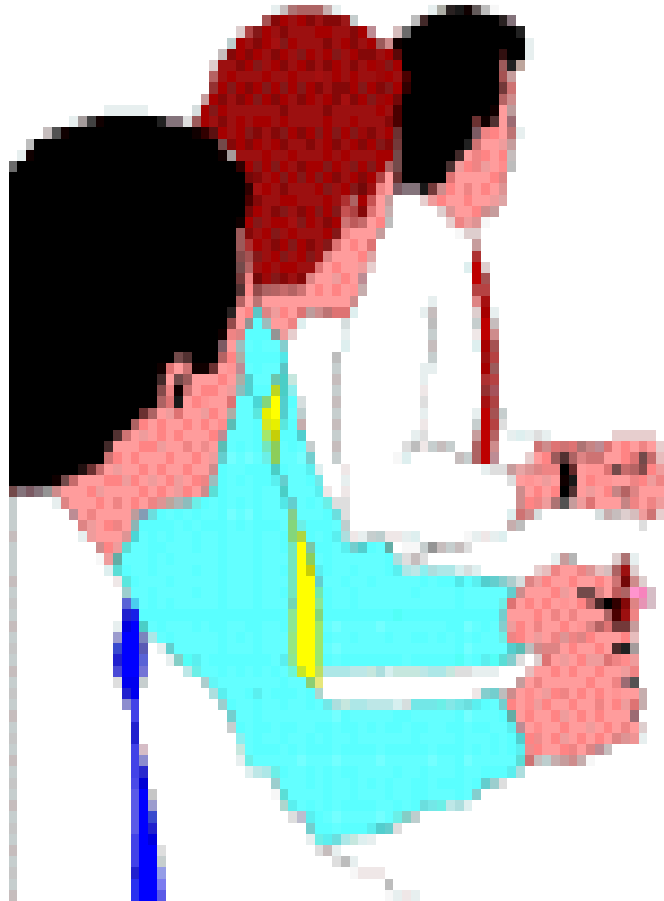
- OPEN/CLOSED is the most obvious. People with arms folded and legs crossed and bodies turned away are signaling that they are rejecting messages.
- People showing open hands, fully facing you and both feet planted on the ground are accepting them.

FORWARD/BACK

- FORWARD/BACK indicates whether people are actively or passively reacting to communication. When they are leaning forward and pointing towards you they are actively accepting or rejecting the message.
- When they are leaning back, looking up at the ceiling, doodling on a pad, cleaning their glasses they are either passively absorbing or ignoring it.



Responsive



Eager



ENGAGED

Leaning forward

Open body

Open arms

Open hands

Reflective

LISTENING

Head tilted

Lots of eye contact

High blink rate

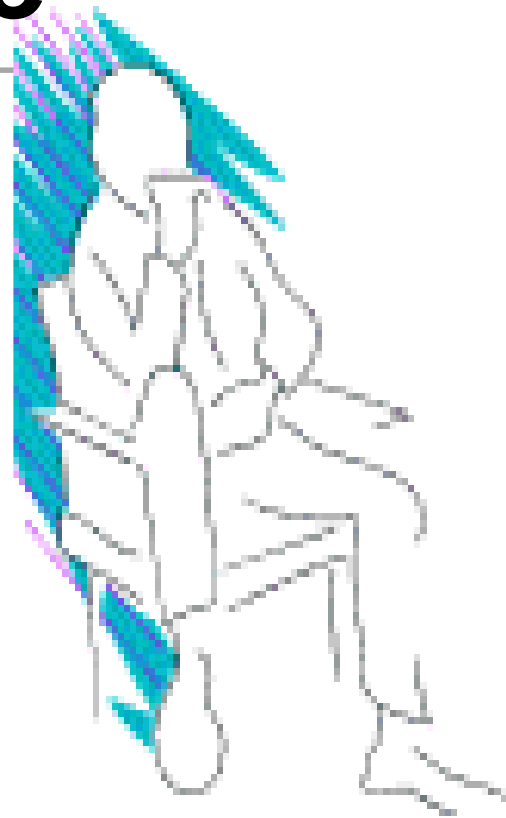


Evaluating

Fugitive



Let me Go



BORED

Staring into space

Slumped posture

Doodling

Foot tapping

Combative



Aggressive



LET ME SPEAK

Finger tapping

Foot tapping

Staring

- Superiority
- Relaxed

Leaning
Back With
hands
Supporting
Head



Rejecting Messages

- Ready
- Positive
- Able
- Goal oriented person

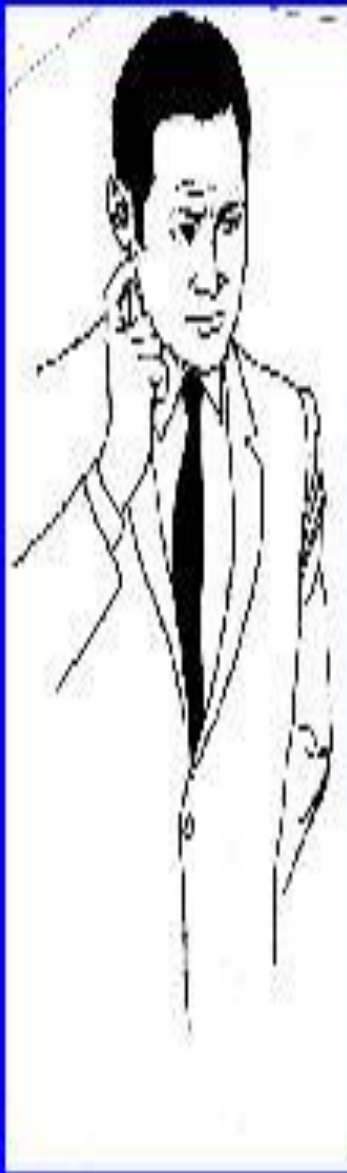


Sit down readiness

- Honesty
- Loyalty
- Devotion



Hand to Chest



- A Doubt
- Hesitance

“Well, I don’t Know ”

→ Curiosity



Touching the Nose



→ Boredom

→ Tired

“ I am bored.”

- Confident
- Proud
- Egotistic



Sleeping



Low Steepling
(Joining Finger tips)



Hand Rubbing

- Expectation
- Unspoken demand

- Evaluating
- Judging



Chin -stroking evaluation



Gesture with glasses

- Negative Emotional Reaction
- Scrutinizing people

- Sincere
- Open to suggestion
- Acceptance of authority
- Frustration
- Helplessness

Open Hands



Sincerity

Helplessness



Getting a Leg up

- Non-Cooperative
- Hostile
- Unconcerned



Crossed Arm

→ Preferred by
teenage girls

- Defensive
- Generally among colleagues or peers
or
- In elders it is for the right to be heard



Crossed arm Defensive

Physical Characteristics

- Not all nonverbal communication comes through movement and motion
- Some are **static self presentation characteristics**
 - body height
 - weight
 - hair
 - skin color
 - breath odor

Environmental Factors

Associated with the communication event that impinge upon the human relationship, but not part of it.

- furniture
- architectural style
- interior decorating
- lighting conditions
- colors
- temperature

PARAVERBAL MEANS



PARAVERBAL MEANS

SPEED

Too Slow

→ Bore the audience

Too Fast

→ Hard to understand.

→ Run out of breath

Paralanguage

How - not what you say.

Speech behavior

- Voice quality and pitch
- Range and rhythm control
- Tempo
- Articulation
- Resonance
- Glottis control
- Vocal and lip control

Voice Inflection

Altering your pitch to help bring attention and emphasis to what you are speaking

→ ***I think that you are the best.***

→ ***I think that you are the best.***

→ I think that ***you are the best.***

→ I think that you ***are the best.***

→ I think that you are ***the best.***

→ I think that you are the ***best.***

Vocalizations

Non verbal sounds - **not words**, but convey a meaning.

Divided into three categories:

- **vocal characterizers**
- **vocal qualifiers**
- **vocal segregates**

vocal characterizers

- Laughing
- Sighing
- Crying
- Belching
- Inhaling
- Excessive groaning
- Whining
- Yelling
- Whispering

vocal qualifiers

- intensity (loud-soft)
- pitch height
- high-low

vocal segregates (separators)

“um” “uh” “ah”

Note:

- some sounds are not vocal,
- e.g., snapping one's fingers, stamping a foot
- ...nv includes vocal and non vocal phenomena

Some nonvocal

- made with the breath, taking a small bit of air - tststs
- onomatopoetic words - zzz