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SPCOM100

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08/11/2020

Journal 6: Non-Verbal Communication (Words 303)

(Sorry its late, wasn’t sure if I needed to do a journal on the week I present)

Non-verbal communication is weird: When we talk in person, we generally don’t think consciously about body language or facial expression, but these **unconscious** process helps drive most of our decision making. For me personally, I can think of countless times I have received or sent a text message which had its meaning misunderstood because it seemed **ambiguous.** When researching for this week’s presentation, I found it really interesting that only 7% of the meaning of what you say matters to emotional impact, the rest of the 93% of the emotional impact is via the context around it. When I asked a friend about any odd quirks I have when texting, he mentioned the fact that I used the exclamation point very often, I do this because I think that universally when saying something positive the exclamation point helps reassure that you are bringing genuine. For example, “It was so nice to see you.” Is much more easily misunderstood then “it was so nice to see you!”. I also realized how important **eyes** are in conversation, I think that since communication is a two person act eyes are important because they can tell you if the person you are talking to is interested in what you have to say or takes offense. Culturally I have also noticed that even within my family, **space** matters differently between my parents. My parents did there honeymoon in India, and while both my parents really loved the experience, I think my mother found that the lack of space was a huge cultural shock for her and it slightly interfered with her experience. I think the important thing is that we understand intent rather then the actions themselves depending on the experience.