

Soft Skills
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Lecture - 09
Communicating without Words: Part I

Hello. We are having the lectures on Soft Skills. And in the course named Soft Skills, presently we are dealing with communication skills. Till now we have talked a lot about the various forms of communication. And then how we can make a communication effective. Today we are going to talk about whether we communicate only with words. Since most of us are under the impression that when we communicate we express and we express with the help of words, but then have you ever thought of the fact that we do not communicate only with the help of words. We also communicate at times without words. Say for example, if you meet a person who is not able to use words, does he not communicate? You will find he communicates.

The other day, I met a beggar who actually with his bowl, was looking at me with an expectation that I should drop a coin or two, in the bowl. And when I dropped it I could see a sort of radiance on his face. It was only later that I realized that he was not able to speak, the people around also told me that he was dumb, but then the expressions that were on his face, the expressions of happiness, of satisfaction, that conveyed a lot about the fact that people communicate not only with words they also communicate without words. When we communicate without words we actually use some symbols and there are several cues through which we communicate. These are actually called nonverbal cues.

So, nonverbal cues help a lot in verbal cues. It is very important to point it out here that communication is verbal and nonverbal too. To make it clear a verbal communication is a communication which is used with the help of words, but a Nonverbal communication is a communication that is done or performed without words. So, today we are going to talk about nonverbal communication and how important are the nonverbal cues in Nonverbal communication. Let us look at what psychologists and anthropologists believe.

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Anthropologists' view

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

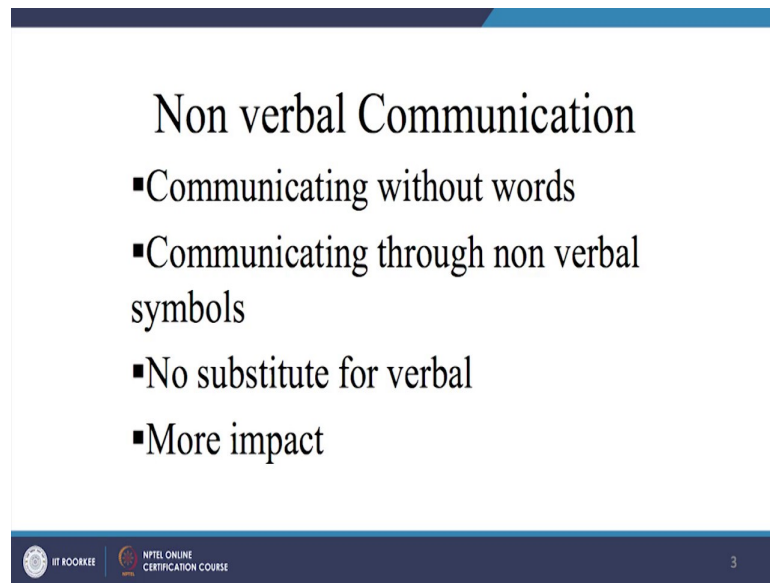
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35 percent of our communication is verbal and the remaining 65 percent are nonverbal. You will actually be surprised to know that one of the famous psychologists and anthropologists Ray Birdwhistell has this observation.

At the same time another anthropologist Mehrabian, says something more. He moves one step ahead and says it is only 7 percent that is verbal, 38 percent is vocal and the remaining is nonverbal. Meaning thereby nonverbal cues have a very important role to play in the completion of a communicative purpose. Now, what is Nonverbal communication? Every day or the other, every passing day, we come across various people and various things. All of them we are not in contact with, we are also not in communication with, but then we could realize that all of them communicate.

When we communicate without words we actually take the help of nonverbal cues.

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Non verbal Communication

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

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These nonverbal cues may be in the form of symbols. We are living in an age today where you find when you are communicating with the help of certain media. Say for example, when you are using computers when you are chatting, when you are making a communication with the help of electronic mail, there are several symbols that are being used. Many people have derived and have discovered that their icons communicate more than their words. And that is why several symbols on your computers, they come to your use, they come to your aid when you are chatting or communicating.

So, when you communicate through nonverbal symbols, these symbols can be numberless. It is very difficult to calculate or to have an estimation of all these nonverbal cues. Because one study says that there are more than 6 lakh nonverbal cues. It is very difficult to remember all of them. But what we can do is; we can categorize them. Whenever you are having a sort of conversation or you are having a group discussion or you are having an interview or you are going to make a public speech or a presentation you will find that all that you have prepared does not become successful or does not convey the complete idea unless and until they are supplemented and complemented by the nonverbal cues.

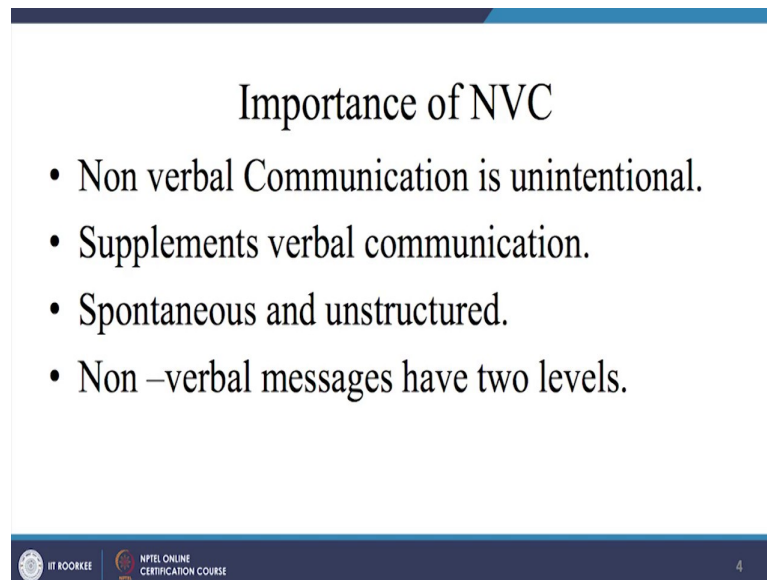
Now, what are these nonverbal cues and how important are they that we will see. Nonverbal cues or nonverbal cannot be a substitute to a verbal communication. When you use a word, of course, no nonverbal cue or no nonverbal symbol can be a substitute

to a verbal one. For example, you use a word like silence, you use a word like happiness, that cannot be substituted, but at the same time when you use the word happiness, you find that a sort of reaction, a sort of expression, a sort of emotion, suddenly comes and spontaneously appears on your face and people are under the impression that you are happy.

So, this is actually the impact of Nonverbal communication. A nonverbal communication has got more impact since it is spontaneous. Now, the question is can we really make, can we really have a sort of artificial communication. Can we really pose in order to become happy? Can we really also pose in order to become sad, angry, sentimental or whatever it is. Of course, actors are well trained to do that, but then those sort of feelings which are conveyed through a posed one they actually become stereotyped. You can recognize, no doubt, those expressions.

But, when you are going to have a sort of or when you are going to come across a Nonverbal communication for which you are not prepared which is a spontaneous, at times becomes very difficult to understand. In a professional world of today while communication has become the hallmark of all sorts of business dealings, it has become very pertinent to understand the implications of nonverbal cues in order to meet a business deal, in order to have a business transaction, in order to understand people. Now, how important is nonverbal communication? You will realize that whenever you become angry you actually do not tend to become angry, you actually do not decide to become angry or say, for example, when a person is sad, he does not decide to be sad. Of course, from the inside he is sad and that is why it appears, it resurfaces on his face.

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Importance of NVC

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

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So, all sorts of Nonverbal communication, they are unintentional. Now, when we say they are unintentional, we also have to realize that we do not pose to create a sort of feeling unless and until it is for a purpose. Of course, we are not as trained as actors. We are not as prepared as those trained people, who express the feelings, all sorts of feelings, for example, but then when we are under the impression or when we are in a state of sorrow, anger, happiness, sadness or whatsoever, they appear on the face. That is why we say a Nonverbal communication is unstructured, it is spontaneous.

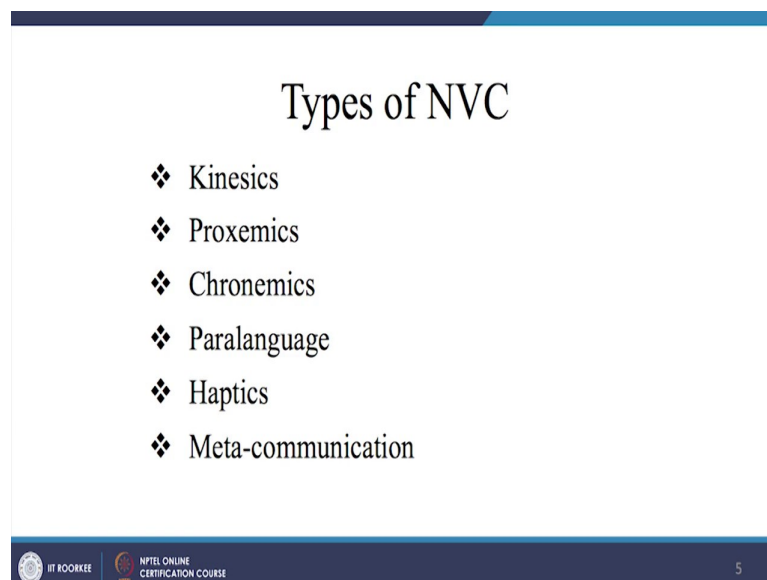
But then it supplements a verbal communication. A person is sad and so, that is reflected not only on his face, but the way he speaks too. The way he chooses words, the way he conveys the message and his message later is actually complemented or supplemented by the feelings that are aroused on his face in many ways than one. Nonverbal messages or nonverbal communication actually works at 2 levels. The first is the verbal level, that is word and the second is the nonverbal level. Now, when you in a business world of today, come across several people in order to have certain dealings you find that it becomes very imperative to have a sort of concentration on the nonverbal messages that are written on the business partner's face, all that are there on as well as in a meeting, as well as in a business setting or moreover in organizations.

Humans, as we all know, actually have a sort of nature and this nature does not change much. We have already talked about attitudes. we have also talked about feelings in

previous lectures. Today we will see, how certain nonverbal messages appear and how a particular care becomes very important in order to read those nonverbal messages. Most you, while you are participating in a conference or you are participating in an interview or in a group discussion, you will find that all those people sitting, they are always alive. There is not a single moment of time when they are not communicating, they are communicating throughout.

So, when they are communicating throughout and while you are having a discussion, you ought to understand their feelings. As I said earlier that these nonverbal cues which are 6 lakhs in number, it is very difficult to have a mention of all of them, but then if we can categorize them, it will make our task very easier.

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So, let us come to know about the types of nonverbal communication and how they are different and how we can make them distinct in order to have a successful business deal or in order to have a successful enterprise or an endeavor.

The first in the category is Kinesics. This kinesics refers to body language. One author has gone to the extent of saying that when we communicate we are actually using 3 languages. The first is a sign language. And the sign language is the sort of stereotype, the posed behavior as we said. Then, there is another category which is action language the way your body behaves, you might have heard many people saying today about the body language. Does our body have a language? Of course, all of us have to realize that

our bodies they actually convey a sort of language and whether you are present or absent in a meeting mentally as I am saying that is reflected on your face.

So, and the third one and more important is the object language. The way a person makes his bearing. Now in the types of nonverbal communication the first and the foremost is kinesics. The second is Proxemics, which actually deals with space, space distancing comes which the word proxemics comes from the word proximity or closeness. We shall have a detailed discussion on it, because it has become very important we are living in a multicultural world organizations are multicultural and then since it is a global world we have to understand how people behave and how people maintain distances and how their distances matter in terms of communication.

Then comes Chronemics, where we will talk about the importance of time, then there is Paralanguage, which is also very important. And then we have Haptics. Here paralanguage is something that is beyond a language. We talk about language of course, when you talk about language you talk about words, we talk about how words are spoken, but even a word is a word, but then how this word is spoken. What are the further connotations involved in a word that we shall study when we talk about a paralanguage. Then comes Haptics which is related to touch you will find that touch has also become a very important part of communication today.

Since, you never know whose touch will generate what sort of feeling and how people feel when they are touched. And then we will also talk about Meta- communication where we shall discuss the various features of communication, where there is something more than words, where there are several ways as we have talked about the object language.

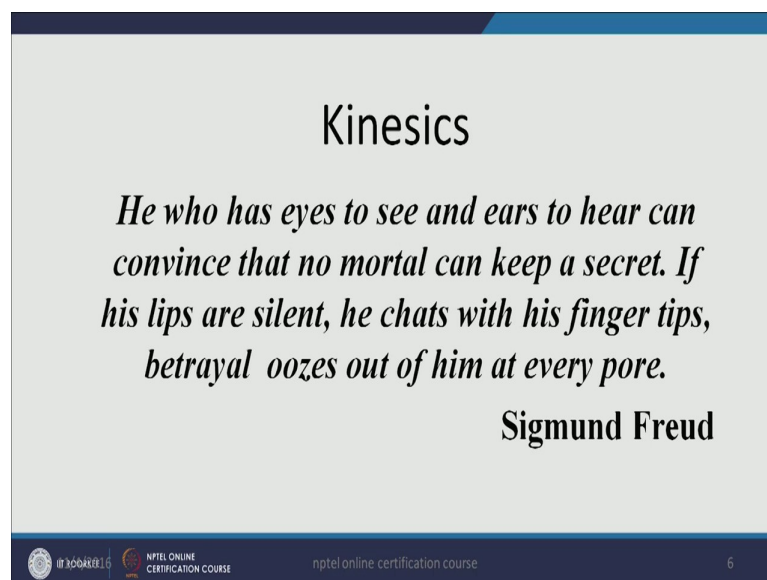
So, first of all, let us come to discuss Kinesics. The word kinesics is related to the movements of the body. Have you ever realized or have you ever experienced that when you all listening to our talk, does a person's body move or does a person's body give certain signals? Of course, you might not have taken that much of care, but after this lecture you will really find and you will get more meanings when you make a proper observation of the body movements of a particular person.

You know most of the dealings that we initiate or that we complete, is actually the result not only of the verbal communication or the words that the person speaks rather

sometimes it so happens that a person speaks something, but at the same time he means something else. Imagine a person calling you or telling you something, but he looks in a different direction I think most of you will feel insulted. You will also find that when you are being called, how you are being called is very important. You know since the world has different cultures, you find that several gestures which will come across, one gesture may have one meaning in one culture, but at the same time it may have a different meaning in other culture.

If by making a making a gesture of come here, the gesture of come here in U.S. may mean go there in Italy. So, such is actually the difference when it comes to the kinesics or when it comes to the movement of the body. Now, here it is very important to make a note of what the famous philosopher Sigmund Freud says, you will find when a person speaks it is not only the words that he speaks, but then it is very important that the person or the speaker or the sender should look at his audience. Now, there are many times when you will find that a person has worked well, he has made a beautiful content of his lecture or speech, but at the same time there are no reactions, there are no movements and you will find the talk becomes dull, boring.

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Now, here it is quite pertinent to remember what GK Chesterton says about topics some people often find that topics are uninteresting, but Chesterton says: “There are no

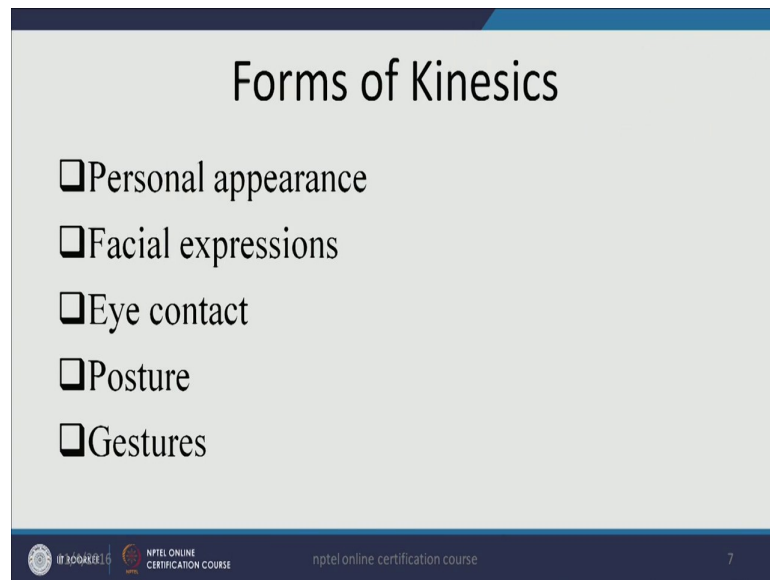
uninteresting topics, there are uninteresting people.” So, it is up to the people or the person or the speaker or the sender to make his talk more important, the way he carries out, the way he performs his speech or his presentation. So, what Freud says is; “He who has eyes to see and ears to hear can convince that no mortal can keep a secret”. The meaning is that people who are having eyes and ears can well assure that we cannot keep a secret.

It is crystal clear that our bodies speak, our bodies behave, our bodies communicate, our bodies convey. It is also very significant to add that the meaning of all our speech the meaning of all our language lies in eyes, lies in ears, lies in smiles, lies in whispers, lies in the degree of the loudness or the pitch level that you use. And that becomes apparent on your face. So, if his lips are silent, suppose a person is silent he does not speak, he does not use a word, that does not mean he is not communicating. So, if his lips are silent he chats with his fingertips, you will often find that while you are listening to a beautiful song, even though you are not communicating or speaking, suddenly there is a movement in your fingers, in your heads, in your muscles, in your jaws, in all parts of your body.

So, what does that convey, it conveys that even when you are silent you are communicating. “If his lips are silent he chats with his fingertips, betrayal oozes out of him at every pore”. Say for example, if you go to deliver a talk or if you go to become a participant in a meeting or whatsoever even though you may not say anything, you may be silent, but at the same time your silence has a meaning. We shall discuss at length, how silence has a meaning, how silence can be interpreted differently and that also in different cultures.

Now, what actually are the forms of kinesics? By kinesics, of course, we mean the body language, our body speaks, our body behaves. But then, what is so important in the body? Which parts of the body they communicate or they speak? The first is facial expression or facial appearance.

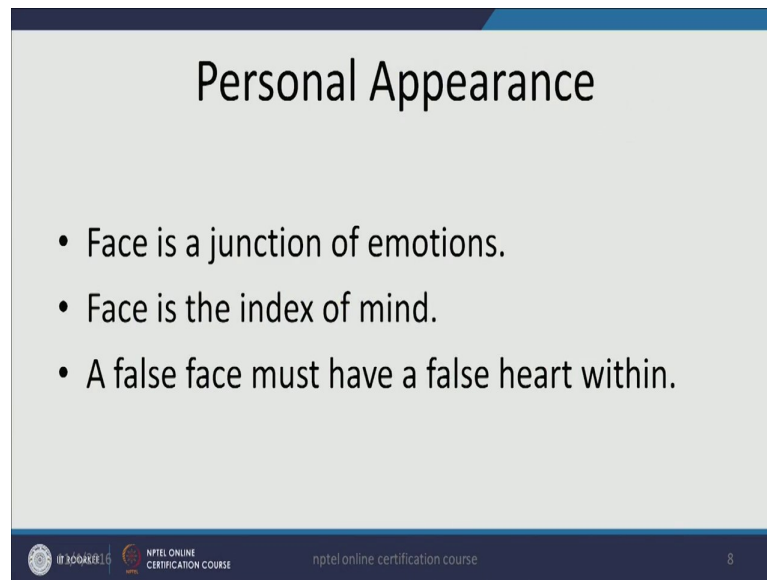
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Then personal appearance, then facial expressions, then eye contact then posture and then gesture. All these comprise kinesics. Now, one question that might crop up in your mind is: Does our personal appearance has any bearing on the way we communicate. Of course, you know when you go to listen to a talk by an eminent person whose name only you know, but you have not seen what is it that you do you actually start making an impression of the person.

Before the person arrives you actually think a lot about that person, how the person will be, what sort of face will he have how long or tall or short or what so and then when the person appears then you start looking at him and then you try to connect his emotions. Because, all of all our faces they are actually it is a junction of emotions, when you talk about personal appearance it is not that all of us have to be beautiful, but at the same time we have to see that our face is actually a platform or a junction of emotions. Several emotions in the form of happiness sorrow, dejection, despair, tears, anger, sympathy, empathy all these emotions are well written over our face.

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Personal Appearance

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

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Now, the question is when you are communicating of course, you need to understand even if you are a receiver you will actually try to draw or try to extract so many meanings from the facial expression of the other person. You will get plenty of opportunities when you have to speak. Will you really take a lot of care on how to have a personal bearing, how to make yourself groomed how to make yourself appear dignified for an occasion. Of course, but at the same time you should also realize that even though we say face is the index of the mind because what is happening within can appear on the face.

But does that hold true, every now and then? No. There is another line which says that a false face must have a false heart within. This is in the case of when you are manipulating. So, you not only manipulate your words you also manipulate your expressions. At least your facial expressions. You manipulate, but then it is not possible for everyone. Majority of people they cannot hide as Freud says they cannot hide their body language. If they are lying that is written on the face you will come across several situations, now take for example, a small child when the child starts lying, what the child usually does is he actually puts his hands in the pocket.

Now, that is an implication that actually reflects that the child is trying to hide something. And if you look at, you will find that his hands are actually tight, they are clamped. And most of the time they are lying. Now, same is the case with adults even

when they are lying some way or the other this expression is there on their faces unless and until they are trained like actors. So, remember, nowadays it has become very important that in order to meet out certain business transaction and certain dealings sometimes you manipulate your expressions and on other occasions you also try, because you have to be flexible.

But then it actually requires a lot of practice. So, remember moreover, when you talk about facial expressions, we also have to talk about the sort of dress. Most of us have been listening to the fact that often our teachers usually used to say that your shoes reflect your personality. We have already had a lecture on personality, but then here a point of caution is that the way you dress yourself, the way you groom yourself, the sort of dress that you choose that actually has a sort of intention. Of course, the expression which is there on your face may not be intentional, but when you choose a dress that has some way or the other some connection with your mindset ---which dress to choose for.

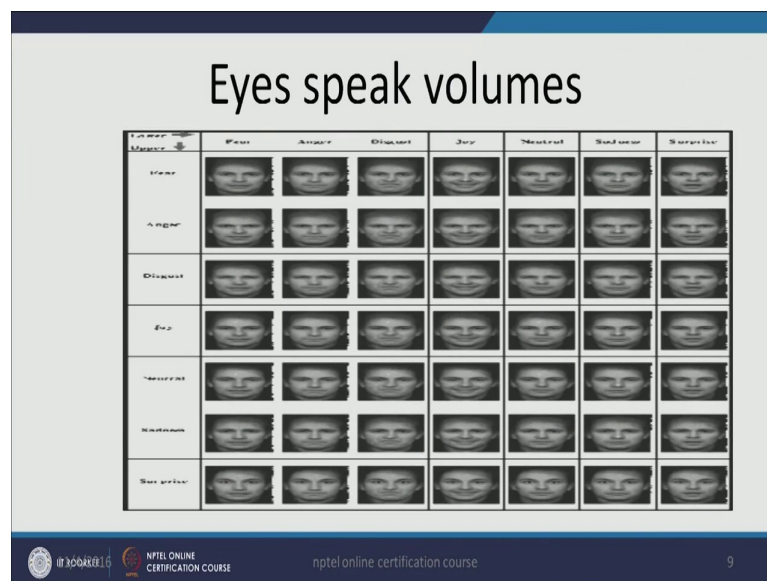
And that is why you will find when a person goes to deliver a talk, he assures that he is well dressed. When we say well-dressed what actually we mean is not only in terms of color, but also in terms of how particular care has been taken to see that your dress is properly washed and properly ironed. Not that it should be very expensive because this gives a lot of impression. You know as a speaker or even as a listener you judge your speaker in the very first instance maybe at times you may be wrong also. But remember that you create a first impression. So, while you are going to create a first impression or you are going to leave the first impression that is possible by the sort of dress and by the sort of extra care that you have taken into consideration in order to make yourself look presentable and at the same time pleasant as well.

Next is, not only the face, but your eyes. Do you communicate with your eyes? Yes. Our eyes reveal a lot of emotions. Most of the emotions are written in the eyes even a positive message, but if it is delivered with a squint eye, the message tends to become negative. Now, these eyes, they have a language and that is why we often say that eyes are the mirror, eyes are the mirror of the heart, and the windows of the soul. So, through eyes you communicate a lot. All sorts of emotions. And you know it is very difficult to calculate or to gather or to gaze. Remember, these eyes or eye contact while you are communicating as I said in the beginning, you want your sender or your speaker to look at you.

The vice versa is also true. As a listener you want that the speaker should look at you and there is a specific purpose also when the speaker looks at the crowd there tends to be a sort of rapport, there tends to be a sort of association. There actually tend to be a sort of friendliness and this is actually the establishment of a credibility on which the entire talk will depend. That is why eyes are important. But remember when you are having your eye contact, they are also very culture specific. In many cultures, especially in Asian cultures you will find and I am going to also cite an example that people on many occasions actually try to avoid eye contact. Because eyes, they reveal treachery, they reveal sincerity, they reveal honesty, they reveal your commitment, they reveal your conviction.

And hence, you are going to win your crowd in the first moment with the help of your eyes. But, remember how you will make an impression through your eyes, that is very important. Through eyes you control your audience.

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Here, you will find all sorts of emotions are there the eyes a reflect fear, anger, surprise, joy, sometimes neutral also, sometimes dismay also, sometimes despair also. So, it is very important that while you are communicating, you ought to be aware of because as a soft skills trainer, it is going to be my advice, that when you are communicating whether it is a conversation or a group discussion or a public speech, eye contact is very important.

Let us look at this observation which Harper, Wins and Matarazzo in their book, *Non verbal Communication: The State of the Art* says. What they say has actually got a lot of implication and they say, Arabs Latin Americans and southern Europeans they gaze on face of their conversational partners. So, when you are talking they actually gaze on the face of their conversational partners. Whereas, Asians Indians Pakistanis and northern European people this tend to show peripheral gaze or no gaze at all, but then in a world of today it is very important that while you are making an eye contact, you actually need to see that this eye contact neither becomes a gaze nor becomes a stare.

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Arabs, Latin Americans and Southern Europeans gaze on face of their conversational partners, whereas Asians, Indians, Pakistanis and Northern Europeans tend to show peripheral gaze or no gaze at all.

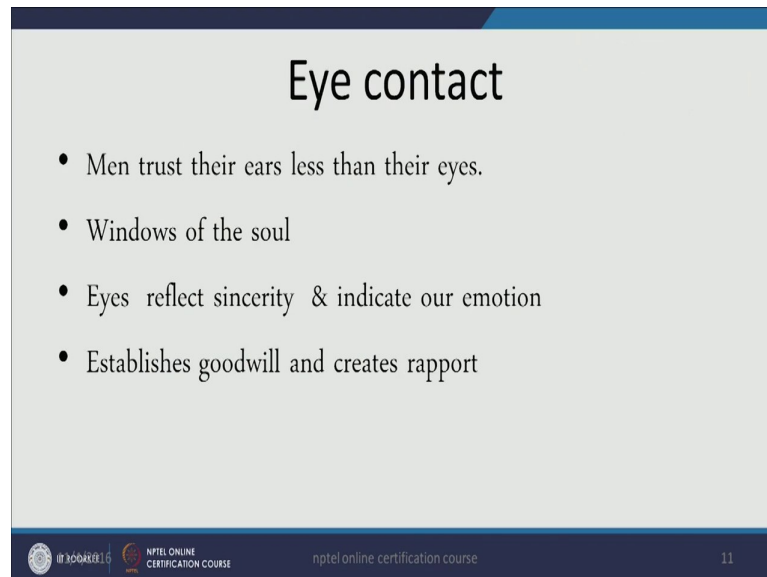
-Harper, Wiens and Matarazzo in Non Verbal Communication: The State of the Art. 1978

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Nowadays, there have been cases where and in certain cultures you cannot look beyond the neck of a person. You know that that may that may appear to be insulting, that may appear to be derogatory. But remember through eyes, we actually create a sort of or we establish a sort of conviction or a sort of rapport with our audience or with our crowd. Now, it is also very important to note here what has been said by Herodotus, “Men trust their ears less than their eyes”. Remember, but then whatever we see through our eyes, they appear to be true sometimes because of the artificiality, because of the sort of acting with some people do or some actors. They can also send a message of deceit or treachery through their eyes.

Hence, you are to be very particular when you are communicating because these eyes give you a sort of feedback both as a speaker and even as a listener. Eyes, as I have said earlier, they reflect your sincerity and they indicate emotion.

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The slide is titled "Eye contact" in a large, bold, black font. Below the title is a bulleted list with four points. The slide has a light gray background and a dark blue header and footer. The footer contains logos for IIT Bombay and NPTEL, along with the text "NPTEL ONLINE CERTIFICATION COURSE" and "nptel online certification course". The slide number "11" is in the bottom right corner.

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

When you are delivering a talk, you will find that even though you are using words, but sometimes you can also check yourself when people sitting either on the front or on the back benches they tend to give glowering expressions sometimes or the other, they also tend to look at their wrist watch frequently these are actually the indicators that your talk is not becoming interesting.

At the same time, what you need to do is you actually take a lesson from their language of the eyes and you can bring a sort of change in your delivery pattern as well as in the way you are referring to certain examples which we shall discuss when we talk about oral presentations. Next is the Movement. When you are having a communication, do we really move? Especially in terms of group discussion, you will find people have a particular seat allotted to them, but then, there is a tendency among some people that either they move very excessively in their chair or sometimes they recline so much that it appears quite difficult at times and may embarrass others.

And when you talk about movement, we should also see that people will make a sort of impression the way you are going to move. You are not going to be static. We shall talk about when you talk about proxemics that when you are talking or when you are giving a

public speech, you cannot remain at a particular seat or at a particular position. That may appear to be very distracting, you know, it has to be taken care of that while delivering a talk or while having a conversation you are aware of the movements that are being done. It is always advisable that you need not rush, while you are communicating, while you are delivering a talk.

There are several ways people and also depending upon their natures, they vary in the styles of their movement. Some of them move too fast, some of them move too slowly. But remember you are not going to run, because if you run, if you give a sort of impression that you are running you are making excessive movements, you are also running with your speech or with your content. Hence, it is advisable that if you are making a move, you should actually make a move which may appear to be very pleasant, which may appear to be very excellent, which may appear to be very graceful.

You will find that if you are participating in a conference or in a workshop when the speaker is called, how the speaker moves. Dale Carnegie in his famous book says: "People make impression of how you dress, how you walk, how you sit and how you stand". So, these nonverbal things are very important and you will find that there are many people who actually give the impression the way either they go to take their seat or they go to move to their dais. It actually gives an impression of your mindset whether you are in a hurry, whether you are confident, you are nervous, you actually feel running sort of material or whatsoever.

So, why should you give an impression that you are not prepared? Remember, nothing is going to fall, neither the sky will fall nor the earth will crumble, all you need to do is to give a talk and all you need to see is that your audience throughout is involved, your audience throughout is participating. And that is possible the way you create a rapport not only by making movements, but by looking at your crowd through your eye behavior, through your hand movements and all. Now one question that might appear in your mind is posture also important when we are making a conversation or we are giving a talk.

Now, what actually is posture? Now the word posture means positioning. How you position yourself. As I said earlier some people tend to give the impression by reclining, meaning thereby they are not attentive. You need to be very attentive. When you are

giving a talk and you need to see that everyone is taken care of and by reclining in the chair, you actually suggest that either you want to rest or you are not careful nor do you bother about the sentiments of other people. So, when you are talking or when you are making a speech--- where are your arms, how do you keep your arms, have you put your arms on the lectern or have you put your arms on your waist or you are worried about your hands, you are putting them in your pocket and are your shoulders also reclining?

This actually may give the impression to the audience that you are not prepared, you are not here, you are here just for the sake of being here. So, how do you position your arms? You reveal the way you sit, you reveal the way you stand. You reveal the way you move, you reveal the way you look at the people. So, when your turn comes or if you are sitting you are actually expressing your alertness. If your name is being called, please be alert to go and take your seat, if you are being introduced by some other person, please with your eye movements please express a sense of gratitude even though it may appear very challenging.

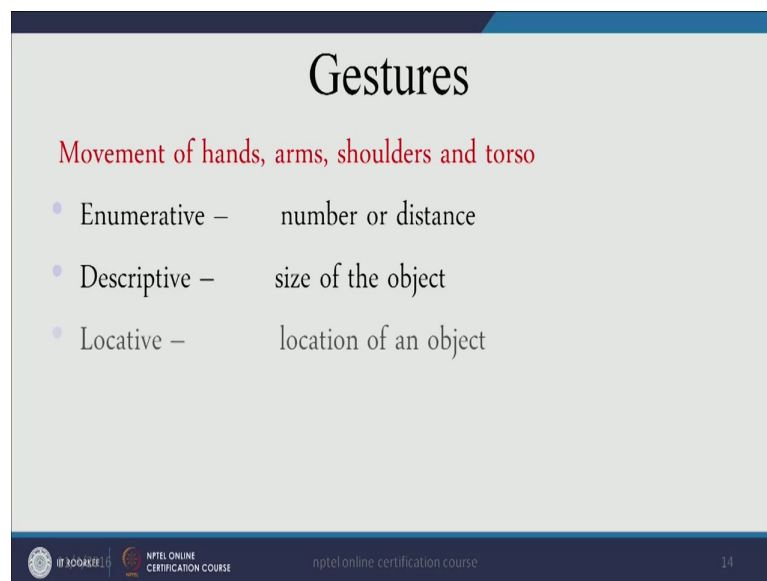
But, once practised, because you have to deliver so many talks, you have to deliver so many lectures you have to participate in several significant meetings and you have to have several business transactions that is why it is very important. At times, you will fail that many people as I said because of the emotions that they carry, but remember should you carry the emotion of embarrassment which you had faced in the morning? Should you carry the embarrassment of frustration? Should you carry the feeling of depression when you come for an official visit? No.

But then some people because all of us are humans and we never have a control over our feelings. That is why at times we feel that we clamp our hands. Sometimes many people are in the habit of giving another impression by banding; sometimes many people play with key rings. Some people also are not able to tolerate the look of their audience. And they start feeling within that there is something that is actually not present. The moment the look comes from the audience at their dress, they tend to become nervous. And that is why, what they do is in order to overcome, you know because we have already said that your nonverbal message actually can compensate for the verbal message.

So, when you run sort of ideas what do you do? You start pussyfooting, you start plodding, you start shuffling and you also start becoming very belligerent all these

actually create a very negative impression. And even though you have prepared a lot and you have come with a lot of endeavors to make this talk very important and very memorable that actually tends to become a failure, and then why because you have not taken care, too much care of that and if posture is important, so important are gesture also. What are gestures? Can we really make use of gestures, you will find that when you are talking whether you want it or not, suddenly your hands start moving. Sometimes your fingers starts moving, sometimes your shoulders, your torso all these.

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The slide is titled "Gestures" in a large, black, serif font. Below the title, the text "Movement of hands, arms, shoulders and torso" is written in a smaller, red, sans-serif font. Underneath this, there is a bulleted list with three items, each preceded by a small blue circle. The items are: "Enumerative – number or distance", "Descriptive – size of the object", and "Locative – location of an object". At the bottom of the slide, there is a dark blue footer bar containing logos on the left, the text "npTEL online certification course" in the center, and the number "14" on the right.

Gestures

Movement of hands, arms, shoulders and torso

- Enumerative – number or distance
- Descriptive – size of the object
- Locative – location of an object

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But remember because you know the way you are making use of language, it actually requires a sort of backup and that backup is gesture. How to do that? Suppose you want to raise your question? So, when you raise your question or you try to make an advice what you say one thing that you should bear in your mind is. But remember you should never do two things at the same time. So, what happens--- suddenly our fingers start making movements. But remember if you start repeating the same gestures, if a person starts thumping the desk time and again that may actually be taken as a negative way.

Hence, what is the wisdom? The wisdom is to complement the movement of your fingers and your limbs and your hands and all. When a particular time arises or when a particular need arises. For example, your gestures can be enumerative, you are you are talking about something where you also want to tell them and you want your audience to take back something. And how can they take back something unless they remember. They

will remember when you make use of your hand gestures or your gestures of finger, one thing please bear in mind.

And you know, there are some gestures which are symbolic. some gestures, when a science person is describing an object what he will do, in order to make his things clear he will actually create the size with the help of his palm and with the help of his fingers, will make a circle, you know it is a circular rotation like this. And then sometimes if you are talking about something which is symbolic, you make a symbolic gesture, where there is a subtle suggestion. And you remember what it will do; it will actually enhance and add to the quality of your talk or your speech. Remember; when we are communicating there are several movements that we do.

But then as I said, in different cultures they may have a different meaning. But there are some which actually may have a common meaning. It is very important that we know which sort of hand movements have got a particular meaning. For example, when you are having limping hands. that symbolize boredom.

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Hand Movements are symbolical	
• 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

At the same time when the hands are flat in course of the talk, you actually make your hands flat, they actually offer silent questions. Open hands tend to be welcome. You are welcoming somebody and then you give open hands at the same time the way you shake hands, they are also symbolical, they also tend to give meanings.

But then clenched hands--- they symbolize that you are under a state of tension and frustration. Somebody, you will find you might have been watching several movies and plays and dramas and all. When there is a sort of regret there is a sort of uncertainty, there is a sort of if there is a sort of insecurity what you do is--- you start clinging your hands. At the same time sometimes when you either become very determined, you create a sort of movement through your palm and that symbolizes with the help of the fist, you symbolize your determination and all, .

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

But then there are certain gestures which are very normal which are very common. Say for example, crossing the hands they actually tend to be negative. At the same time suppose you are sitting and listening to a lecture and your legs are crossed, they actually are also insulting. As a speaker also, if your legs are crossed, it is a sort of insult.

So, see that even though your message may be very transparent, your content may be very well wrought out, your content very well drafted, but then if you are doing all these activities which come under a nonverbal cues, they are actually going to mar you are a message the meaning and the efficacy of your message. When people from other cultures meet you or you meet them the way you shake your hands. I sometimes realize that there was a time when a person while he was having a hand shake, he actually took my hand in his hand for a long time and he kept it shaking I then realized that perhaps there was something wrong.

And then, on the other hand within with another person I could find the handshake was so pleasant, the handshake was so warm. So, these emotions which actually are generated the way you make movements, the way you make use of your nonverbal cues. Usually it is said that when a politician shakes a hand it is called a glove handshake, and sometimes it may also, many people also in order to give the impression of formality or they are not willing to have a handshake with you, but then they actually shake your hands, it is called a dead fish handshake.

But then all these have intended meanings. So, please be careful of all these meanings. Because they are going a long way in your career either as a professional, as a speaker, or as an entrepreneur. You will also find people who are most of the time thoughtful and who are thinking about power and they start struggling for dominance and all, they are most of the time staggering or facing or sometimes they appear to be very meditative with the talk of the preoccupation that is there in their minds. Friends, it is very important to make a connection between your verbal as well as your nonverbal message.

In order to give, in order to complete a proper communication be it a speech, be it a presentation, be it a conversation. Because, after all, meaning as I have been saying since the beginning, (in most of my lectures) meaning does not lie simply in words meaning lies in people, meaning lies the way people behave meaning lies the way people cooperate in communication and the goal of all communication is to create goodwill, is to create a sort of relationship that is where the world today stands. And whether you are communicating digitally, or you are communicating face to face or you are communicating with the help of electronic mails and all, please beware of the symbols, please beware of the meanings that you are going to convey through these.

We communicate not only with words, but we also communicate with the help of non-words. And these nonwords go a long way in giving you a meaning and making your listeners understand the implication of your talk.

In the next lecture we will be talking about how you can make use of voice and how you can make use of vocal characteristics.

Thank you very much.