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NON VERBAL COMMUNICATION AND BODY LANGUAGE

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Explore | Expand | Enrich

NON-VERBAL COMMUNICATION AND BODY LANGUAGE

DRESSING
FACIAL EXPRESSIONS
KINESICS
TONE AND MOOD

INTRODUCTION

Impression management is a conscious or subconscious process in which people attempt to influence the perceptions of other people about a person, object or event. They do so by regulating and controlling information in social interaction.

Interpersonal communication is much more than the explicit meaning of words, the information or message conveyed. It also includes implicit messages, whether intentional or not, which are expressed through nonverbal behaviours. Non-verbal communication includes facial expressions, the tone and pitch of the voice, gestures displayed through body language (kinesics) and the physical distance between the communicators (proxemics). These non-verbal signals can give clues and additional

"Whatever makes an impression on the heart seems lovely to the eye"
Saadi

information and meaning over and above spoken (verbal) communication.

Body language is communication without words. It is anything someone does to which someone else assigns meaning. Not all the "signals" a person sends are intentional and often they are "not picked up" or misinterpreted. Nonverbal behaviour is complex, subtle, and multichannel. It may be structured (following certain rules) but is more likely to be unstructured; it may be continuous, unlike language, which comes in disconnected units; it may be learnt but some functions seem innate; and it may be "right-" as opposed to "left-brained."

It is no wonder that so many people are fascinated by body language. We are all "people watchers" and amateur psychologists, partly because we must be. In every aspect of communication at work—the selection interview, the annual appraisal, the board meeting—we need to observe others carefully to try to understand better what they are feeling as well as (really) saying. Being adults, we are all skilful deceivers; we have learnt, for myriad reasons, to present ourselves in a way; to manage the impression we leave; not always to say directly what we mean (perhaps to protect others' feelings); to sell products or ideas; and to explain away some undesirable behaviour.

TYPES OF NONVERBAL COMMUNICATION

The types of interpersonal communication that are not expressed verbally are called non-verbal communications. There are many different types of nonverbal communication. They include:

1. Body Movements (Kinesics), for example, hand gestures or nodding or shaking the head;

2. Posture, or how you stand or sit, whether your arms are crossed, and so on;

3. Eye Contact, where the amount of eye contact often determines the level of trust and trustworthiness;

4. Para-language, or aspects of the voice apart from speech, such as pitch, tone, and speed of speaking;

5. Closeness or Personal Space (Proxemics), which determines the level of intimacy;

6. Facial Expressions, including smiling, frowning and even blinking; and Physiological Changes, for example, sweating or blinking more when nervous

BENEFITS OF HAVING POSITIVE BODY LANGAUGE

Positive body language can be defined as these nonverbal movements and gestures that are communicating interest, enthusiasm, and positive. The benefits of positive body language are as follows:

1. **Connect with people better**: Depending on which study you consult, 60-93% of our communication is through body language. Most of just go through life thinking about what to say not how to say it. Learning body language will help you connect with people better because it will allow you to expand your communication abilities. If you can pick up on tiny gestures the other person makes you can understand them better which leads to a better connection.

2. **Double your business**: Especially if you're any kind of entrepreneur, it's important to know body language. Correctly recognizing and adapting to someone's body language can make or

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break your business. Suppose you're in a meeting with a prospective client and you just keep going and going with your pitch. In the meanwhile, you fail to notice that your prospect crosses his arms, interlocks his ankles and turns his torso away from you. In the end you walk away without a deal whereas you thought you did a great job.

3. **Prevents Conflict**: There's a special type of body language we use when we're angry or upset. By learning defensive body language and anger nonverbal you are able to detect when your partner gets upset before it escalates. Just imagine how many fights or negative comments you would be able to either prevent or stop dead in their tracks if you had the proper insight into body language.

4. **Improve Your Presence**: By learning about body language you're also going to learn about your own presence. Another important point to mention is that if you know how body language works you can use it to influence how you feel.

5. **Open Your World**: By learning body language, you can tell your brain to actively know what to look for and you'll be amazed at how much you can suddenly see. Once you start studying body language it's like seeing the world in high definition. You will begin to suddenly see an extra layer of information.

DRESSING FOR WORKPLACE

DRESSING FOR WORKPLACE - WHAT IS IT?

A set of rules specifying the type of clothing to be worn by a group or by people under specific circumstances in their workplace.

Example: Workplace attires.

Company's objective in establishing a formal work dress code is to enable the employees to project the professional image that is in keeping with the needs of the clients and customers to trust the company.

"Don't dress to impress. Just be the best unlike the rest"

Ozzie ooh

TYPES OF DRESS CODES

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There are typically four types of corporate dress codes: business formal, business professional, business casual, and casual. Here are some general tips for both men and women for each category. Stick close to the basics and ensure that you're always dressed appropriately.

I. Business Formal

If you work in law, regularly meet with executives, or otherwise hold a high-level position, you might be asked to come dressed "business formal" or in "boardroom attire." This is the highest level of professional dress.

> "The soul of this man is in his clothes"
>
> William Shakespeare

For Men:

- A tailored one-, two-, or three-button suit in a solid, neutral colour like black, grey, or navy.
- Ties and other accessories should be both modest in colour and style – solid, brighter colours (a red tie, for example), or patterned muted neutrals (a navy plaid tie) – as well as high-end in quality. No novelty ties, such as sports team patterns.
- White, collared button-up shirts.
- Shoes should be closed-toe oxfords in brown or black, not loafers.
- Hair should be well-groomed. In general, short hair is most acceptable. Check with HR to see if tied-back long hair is also acceptable.
- Nails should be clipped short, clean, and buffed. Don't be shy about getting regular professional manicures.

For Women:

- A well-cut pantsuit or skirt suit in a conservative neutral colour, such as black, navy, or brown.
- Closed-toe heels in a neutral colour such as taupe, black, grey, or brown.
- Tights, preferably in a dark colour.
- Conservative accessories – for instance, diamond studs rather than chandelier earrings.
- Well-groomed, neutral nails that are either clear coated, or painted with a beige-toned polish.

II. Business Professional

A step down from business formal, business professional clothing is still neat, conservative, and traditional, if a little loose when it comes to colour or pattern. Business professional is also sometimes called "traditional business." Expect to present a professional appearance every day, injecting personality into your outfits with your accessories and colour choices.

For Men:

- A one- or two-button suit. Suit colours should still be conservative, but you have more leeway with pattern – a conservative stripe or check, for instance.
- High-end accessories, such as watches (preferably silver, gold, or white gold) and cuff links, if necessary.
- Shirts should be collared button-ups, but can be coloured, if the colour is conservative. Blue, burgundy, or grey all work well.
- Shoes should be conservatively coloured oxfords or polished loafers in black or brown.

- Hair and nails should be groomed but check with HR on acceptable hairstyles.

For Women:

- A suit or skirt, top, and jacket in a conservative neutral colour, such as black, brown, or navy.
- Collared button-up shirts that may be any solid colour. Dark or nude-coloured hosiery.
- Closed-toe pumps in a neutral colour such as black or brown.
- Larger, more noticeable jewellery – as long as it's not distracting. Think along the lines of one statement necklace or a chunky watch. High quality is preferred.
- Hair should be neat and groomed but check with HR on acceptable cuts and colours.

III. Business Casual

Business casual is one of the more common dress codes in North America, allowing employees to add personality to their workwear without looking unprofessional. In a business casual setting, you can expect a lot more in the way of colour and accessories. Still, the term "business casual" can mean different things to different organizations, so it's always best to check for guidelines with HR instead of making assumptions. Note that sometimes business casual can also be called "executive casual."

For Men:

- Can wear coloured, collared button-ups in any colour. Conservative patterns such as checks, or stripes are acceptable too, worn with or without a tie.

- Ties should still be conservative in pattern. Avoid novelty ties, and choose patterns like dots, stripes, or checks. Most colours are acceptable.
- Shoes can be oxfords, loafers, or another comfortable yet dressy choice, in brown or black. Avoid sneakers.
- May offer more leeway for hairstyles, allowing for longer hair (check with HR).
- Nails should be clean and short.

For Women:

- Business separates, rather than a full suit – a skirt worn with a cardigan or jacket, for example.
- Coloured shirts and blouses, rather than mandatory collared button-downs. Choose solid colours, or muted patterns like stripes or checks, and avoid low-cut shirts or bright patterns.
- Larger jewellery, such as a statement necklace or large cuff-style watch. Doesn't necessarily need to be the highest quality – gemstones and other casual materials are fine. Scarves may also be appropriate.
- Hair can be more casual, with less conservative colours and even more noticeable (chunky or high-contrast) highlights generally acceptable. It should still be neatly styled, such as blow-dried, or in a ponytail or bun.

IV. Casual

If you're fortunate enough to work in a casual office, the trick is to avoid getting too casual or creative with your dress. According to the survey by Salary.com, your co-workers make specific judgements regarding your capability based on your clothes, which may extend to employers as well. By arriving to work in casual clothes that are still neat, pressed, and appropriate for the type of work you do, you can make sure that a casual dress code isn't holding you back.

For Men:

- Casual pants and slacks, but never jeans unless stipulated as acceptable by HR. If jeans are permitted, dark-wash, straight-cut only.
- Collared polos or crew-neck sweaters and pullovers. The majority of colours and patterns are okay as long as they're not a novelty pattern, such as a sports team logo.
- Casual accessories, such as brightly coloured watches.
- Shoes that are clean. Sneakers are usually acceptable, as are loafers.
- Hair and nails can be more casual. Nails should remain short and clean, and casual offices generally allow for longer hairstyles and ponytails.

For Women:

- Nicely fitted tops and blouses, although shirts should never be tight or revealing.
- Slacks or skirts in more casual fabrics, such as cotton. If denim is permitted, dark-wash only. Avoid overly casual denim cuts, like cut-offs or flare jeans.
- Skirts should remain at knee-length.
- Open-toed shoes are permitted. Avoid casual shoes such as sneakers or flip-flops.
- Casual accessories, such as scarves. Larger rings, bracelets, earrings, and necklaces are fine, and may be of any quality.
- More leeway with hair length, style, and colour. More adventurous styles and colours are typically fine.
- Nails can be painted in bright colours, or with any type of pattern. Avoid novelty characters or designs, or limit "louder" designs to one nail only

GUIDELINES TO APPEAR POLISHED TO WORKPLACE

The way you look plays a significant role in your success. In today's workplace, where casual wear is becoming increasingly popular, it can be tricky to understand the rules of appearance. Here are few guidelines to appear polished to workplace.

1. **Executive dress equals a suit**: A conservative, dark grey or navy suit with a white shirt is the classic look for both men and women at the executive level (though women can opt for a pantsuit or skirt suit). For footwear, a good choice is a lace-up oxford for men and closed-toe heel for women. Personal touches can be added through a tie for men or a blouse or statement piece of jewellery for women. This look conveys strength, power and stability.

2. **Avoid business casual confusion:** There are several interpretations of this concept, but it's not the type of casual outfit you'd wear bowling or to a movie. For men, a button-down shirt and khaki pants is the quintessential business casual. For women, a skirt and blouse, or dress is standard. Men, keep a versatile sport coat hanging in your office in case a last-minute meeting comes up.

3. **Laid back is different than lax:** In creative environments such as ad agencies or tech start-ups, it's commonly believed that anything goes. But even in a relaxed office, strive for a look that is comfortable but still sharp. As in any workplace, you will want to inspire confidence in your clients, boss and colleagues. That means saving the cut-off shorts, flip-flops and tank tops for the beach.

4. **Always dress one step above your client**: Your client may be a shorts and tennis shoe kind of person, but if you are their accountant, your dress code will be different. You could easily get by with casual slacks and a cotton shirt, but your goal is to project an appearance that will put your client at ease regarding your

skills. Make sure your clothes are in good repair: That means inspecting them for any tears, holes, missing buttons, stains or other blemishes that will detract from your appearance. Shoes should be in excellent shape, scuff-free and polished. No toes showing in most environments unless your office is the beach.

5. **Stay under cover**: Whether it's cleavage, midriffs, legs or strappy little heels, it's never advisable to bare too much skin at the office, regardless of the season. Spaghetti straps and sheer fabric are always a no. Men, refrain from wearing sandals of any kind.

6. **Grooming is a must**: Gentlemen, keep all facial hair neatly trimmed, so your beard doesn't become your defining characteristic. Women who have made the effort to cultivate a signature look, whether a chic chignon or a textured top knot, will find they feel more put-together and ready to shine

BENEFITS FOR DRESSING FOR WORKPLACE

1. **Clarifies the expectation of employer**: Clarifying the expectations of the employer is very important. This helps the employees to stick to the standards of the organization. Moreover, it eliminates the possible confusion and dissimilarity between two employees of the same group.
   For example, if your company is a bit casual but you want it to look professional; your guidelines of the dress code will make it possible for you. Moreover, it creates a sense of seriousness towards the work, which casual clothes can never do.
2. **Motivation and uniformity**: Apart from maintaining the standards, dress codes play another inevitable role in the office. They unite everyone regardless of the position (in the company as well as the background). This feeling of unison motivates and encourages the employees to work with more dedication. Moreover, it throws away the procrastinating feelings. As a result, it maintains an

active and professional environment in the workplace.

3. **Ensures safety and prevents accidents (factories):** An industry that produces or makes items requires certain guidance regarding the dress code, keeping in mind the safety of the employees. This is one of the objectives of the policy.
For example, in a food factory, gloves are mandatory as they protect the quality of the production by reducing germs through hands. This ensures safety of the employees as well as the consumer. Moreover, prohibited dresses are also based on the very objective of safety (of women). Less revealing attire, decrease the odds of possible harassment or seduction.

4. **Saves the deciding time**: It is a common thing for all of us to think for a good few minutes (hours for some) before deciding on a dress. Similarly, although some employees may protest the dress code, however, it saves the time of the employees on a whole. Moreover, they do not have to think about whether they look excessively casual or excessively formal, as they are just following the dress code.

5. **Makes the company safe (from lawsuits and claims):** It is better to be on the safer side than to take any risk. It is quite possible that careless clothing will call onto accidents. However, if you already have a dress code then there is no place for any lawsuits. Even if the lawsuit is filed, the result will be in the favour of the company.

6. **Creates Professionalism and team spirit**: Being less active or laid back towards work can put the career at stake. However, new employees or recent graduate may not understand the deficit of such clothing. Dress coding helps the employees to look professional. Moreover, it increases the productivity of the employee and the team spirit. Due to uniformity, employees can work with each other without having an inferiority complex (due to financial background).

7. **Confidence booster:** Having similar dress code may boost the confidence of the employees. For example, if you are the owner of the restaurant, you constantly interact with your customers.

As a result, your employees need to look smart in front of the customers. They should look like they belong to the restaurant. Moreover, this creates a good impression in front of the customers too

LIMITATIONS FOR DRESSING FOR WORKPLACE

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Cons of anything are always accompanying the pros. Similarly, dress codes may have various advantages, but the idea has certain drawbacks too. These limitations vary according to the culture of the workplace. Let us look at these shortcomings.

- **Uniformity makes everything boring**: Uniform at school made everyone feel equal. However, in the office making everyone wear the same type of clothes may turn the things boring for them. May be that is the reason colleges do not have any uniform. Moreover, it affects the work efficiency of the employees too.

- **Expensive and complicated can be a turn-off:** The most commonly faced problem by all employees is that not everyone can buy the required clothing (unless the company pays for the dress code). Moreover, a complicated dress code can consume most of the time in preparing.

- **Shuns down the creativity of the employee**: Dresses show the persona of the person. The ways you dress also shows the confidence and creativity of the employee. However, creating a dress code shuns down the creativity of the employees. Moreover, they lose the freedom to express their views and creativity. Dress code indirectly creates a barrier in productivity. As regardless of the promotion or position, they are stuck with the same dress code as their junior.

- **Arises discomfort for some**: Not everyone is comfortable with attire you chose. Discomfort may lead to problems such as lack of productivity, non-cooperation on the part of the employees, less efficiency in work, etc. These problems are mainly for those who are not accustomed to the formals. For example, your dress code includes suit, shirt-pant, tie, etc however, the employee

is used to wearing business casual dresses or jeans then initially the change will bring discomfort for everyone.

Thus, we can conclude that the pros of dress code policy may outnumber the cons of such. However, the matter is subjective enough and depends on upon the company culture and its types. Moreover, dress code policy should not favour any discrimination based on cast, colour, and creed. In addition, the employer must keep in mind various issues such as the need, requirement, etc before creating an inclusive dress code policy that is acceptable on all grounds by the employees.

FACIAL EXPRESSIONS

FACIAL EXPRESSIONS - WHAT IS IT?

Facial expressions are a vital part of communication. Facial expressions are the observable results of moving one or more facial muscles, or parts thereof. The key to this definition is that a facial expression is relates to what you can observe.

THREE WAYS TO HAVE PLEASANT FACIAL EXPRESSIONS

Having a pleasant facial expression is a small change that can have a very positive affect on your life. To have a pleasant facial expression, you must first be aware of your face. After that, you can make small changes to make yourself have a pleasant facial expression more consistently.

Being Aware of Your Face

- **Know how your face naturally rests**: Resting facial expressions aren't always a direct correlation of how you're feeling. Many people simply have a serious disposition. This creates an uninviting demeanour. Take a picture of your resting face and look at the expression.

- **Ask other people**: Looking at a picture of your face will produce biased feelings. The best way to get a sense of your true resting facial expression is to ask others. If comfortable, ask strangers. Your

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"The face is the picture of mind with the eyes as its interpreter"

Marcus Tullius Cicero

family and friends have grown accustomed to your face and can typically sum it up with, "it's just your face." Asking strangers what kind of emotion you convey through your face will give you the most truthful reactions.

- **Learn to use the muscles of your face**: The easiest way to do this is to learn to wiggle your ears. Look in the mirror and start practicing. You'll likely notice that you raise your eyebrows, squint your eyes, and open and close your mouth a lot. These all use different facial muscles. Keep practicing until you can wiggle your ears because this shows awareness and control over your facial muscles.

- **Know your nervous habits:** Nervous habits can prevent you from showing a pleasant facial expression. Biting your nails or having a nervous facial tic can be seen as unprofessional because you look uninterested and distracted.

Making Changes

- **Practice at home**: Look in the mirror and practice your facial changes at home. Take note of the way you notice your mood change as you change your face. Remember which tricks make you feel most pleasant so that you can practice them during the day to keep a pleasant expression

- **Look engaged**: Notice the tilt of your head. Having a slight tilt to your head is a subconscious sign that you're engaged and paying attention. This encourages a pleasant disposition

- **Soften your eyes**: You want to have eye contact and crease your eyes. Creasing your eyes is different from squinting—it's a good thing to practice in the mirror. The most inviting eyes are fully open yet relaxed.

- **Keep your mouth relaxed**: Neutral lips or a frown-shaped pout is much less inviting. Keep a small parting of your lips to relax your facial muscles and convey warmth. With your mouth relaxed, turn the corners of your mouth up.

- **Become pleasant within**: If you're forcing a pleasant expression, it can often be picked up on by other people. They'll

become suspicious. The best way to avoid this is to feel what you're portraying. Take time out of each morning to think of reasons you must be pleasant. Take a moment to appreciate them and carry this feeling throughout the day.

Being Comfortable and Smiling

- **Smile when appropriate**: Smiling has a two-sided effect: you look more pleasant, and you feel more pleasant. Smiling makes others more comfortable because it gives you the appearance of being comfortable. When you smile, you tighten the muscles in your cheek which decreases the flow of blood to the cavernous sinus. This cools the blood flowing into your brain which leads to pleasant feelings.
- **Focus during uncomfortable situations**: If you notice yourself in an unpleasant situation, remember to keep your face pleasant. Simply placing the muscles of your face in the pattern of pleasant emotion elicits the feeling. In other words, facial expression influences your mood
- **Have confidence in your appearance**: Constantly fidgeting with your clothes or adjusting your hair every other minute will take away from your pleasant expression. People will read that you're uncomfortable and begin to doubt your expressions. Carrying confidence to back up your pleasant expression will give you a demeanour that makes others comfortable and engaged.

ADVANTAGES AND DISADVANTAGES OF FACIAL EXPRESSIONS

Advantages and disadvantages of facial expressions are as follows:

Advantages of Facial Expressions:

- Can indicate sarcasm
- Good for communicating silently
- Can indicate hostility or friendliness
- Can alter the meaning of what is said
- Good for flirting

"The most important thing you wear is the expression on your face"

Anonymous

Unfortunately, we can't always control our facial expressions. Everybody has smirked when they shouldn't or raised an eyebrow without realizing!

Disadvantages of Facial Expressions:

- Showing surprise or disgust when it's not polite to do so
- Can offend people who misinterpret the expression – for example, mistaking a friendly grin for a sarcastic smile
- Can betray what you're really thinking and make it obvious that you're lying to be polite
- Can show nervousness and vulnerability

ROLE OF FACIAL EXPRESSION IN SOCIAL INTERACTION

1. Multiple systems of emotion recognition
2. Emotional contagion: The covert imitation of facial expressions
3. Explicit recognition of expressions
4. Emotions as communicative signals
5. Ostensive signals

DIFFERENT TYPES OF FACIAL EXPRESSIONS

Facial expressions are thought to be universal, but some cultures may have varying expressions that portray different translations. Below there are few commonly seen facial expressions and their meanings

- **Confusion**: This expression is often shown by the scrunching of the forehead and nose, sometimes with one raised eyebrow, and lips pursed together. Confusion or lack of understanding creates an expression that shows increasing efforts to understand, which tends to be accentuated more around one's eyes and nose.

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- **Surprise**: A person looks surprised when they have widened eyes and a gaping mouth. This emotion is also related to shock and fear. It is one of the instinctual facial expressions we make. We are usually not consciously when we make this face since it is an instantaneous reaction. It makes our eyes widen with our pupils growing bigger so that we can react more quickly.

- **Shame**: Shame is universal expression that is seen when the eyes are turned downward with a sad or worried look. The head usually faces down, frowning or with a neutral mouth. This expression is closely associated with submission, defeat or admission of loss.

- **Focus**: Concentration or focus is a facial expression that can vary depending on the situation. A person who is focused on a task usually has their eyes fixed on it. His tongue may twist (unconsciously) and move side to side. However, one who is focused on a certain thought may look

upward or have their eyes averted to one side with less blinking.

- **Exhaustion**: When one is exhausted, he may have half-open eyelids, but raised eyebrows to try to stay awake. It signifies weariness and lack of rest, thus indicating one's level of functionality and amount of energy.

- **Anger**: This is a universal emotion that is usually demonstrated by eyebrows squeezed together, forming a crease, with eyelids tight and straightened. An angry person's head is slightly lowered with the eyes looking through the lowered brow. The facial expression is tense, strained, and parallels the strain one feels inside

- **Seduction**: Seduction is defined as enticing someone to engage in some behaviour, usually sexual. Seductive facial expressions tend to vary, but some features are relatively constant. The eyes are intensely fixed on another person, sometimes slightly narrowed as if focusing on some object. The lips may be

pursed or slightly apart. Head tilting to one side is common, thus exposing the neck. The eyes are attention-grabbers and a look of intensity is usually attractive. Increased eye blinking and a faint smile add to the seductive appearance.

- **Fear**: Fear is expressed with widened eyes and slanted eyebrows that go upward. One's mouth is usually slightly open. The facial expression is like surprise, which is associated with instinct and a desire to escape or avoid something. This facial expression increases sensory perception and helps one to avoid a threatening situation by enhancing the capacity of their senses.

- **Sadness**: Sadness is usually displayed by a frown and upward slanting of the eyebrows. It is usually coupled with feelings of helplessness and loss. The facial expression is common in people who are withdrawn. The face droops downward, but not accentuating specific areas. Sadness indicates defeat, like giving up or not attempting to engage with others.

- **Happiness**: This is perhaps the most universal expression that is interpreted with the same meaning across various cultures. It is expressed with a smile and crescent-shaped eyes that may be demonstrated even by infants. Although one may show his teeth in a smile, it does not depict intimidation, but shows that one is feeling well. Smiles are typically inviting because they show some degree of self-sufficiency or strength.

- **Disgust**: People may display disgust in various ways, but a typically disgusted person may have his eyebrows pulled down and his nose wrinkled. The upper lip may be pulled up but in general, the lips stay loose.

- **Contempt**: This emotion is like anger, but it is the only facial expression where one has a unilateral (one-sided) expression, with one lip corner pulled up and back. The eyes stay on a neutral position.

- **Frustration**: Frustration is a variation of anger or determination as one struggles with a challenge. The facial expressions may vary, and some may have inward slanting eyebrows that are squeezed into a wrinkle, raised chins, lips pressed together, mouth twisted to one side, with a crease on the cheek.

- **Boredom**: A bored facial expression is shown by half-open eyelids, just like the face of a tired person. The difference is the raised eyebrows, which shows a feeling of dissatisfaction or a lack of excitement. A slightly puckered side placement of the mouth may also be present.

- **Embarrassed**: When one experiences a situation when some loss of dignity or control occurs, one feels embarrassed. An embarrassed facial expression uses a forced smile, which is a grin made without lifting the corners of the mouth. Some people may blush or turn red, others may also look sad.

KINESICS

KINESICS - WHAT IS IT?

It is the interpretation of body motion communication such as facial expressions and gestures, nonverbal behaviour related to movement of any part of the body or the body as a whole. It is also known as body language

TYPES OF KINESICS

Kinesics is the non-verbal behaviour related to movement, either of any part of the body, or the body as a whole. In short, all communicative body movements are generally classified as kinesics. There are basically five different types of kinesics:

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Emblems | Regulators

Illustrators | Affective displays

Adaptors
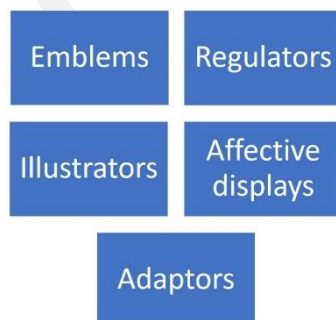
- **Emblems**: These are nonverbal cues that have a verbal counterpart.
  For example, the British sign for Victory (forefinger and middle finger erect) symbolises the letter V, a sign for victory often seen painted onto house walls during WWII. However, the same movement may symbolise the number two in the US and may be insulting in Australia.
- **Regulators**: Regulators are non-verbal signs that regulate, modulate and

maintain the flow of speech during a conversation. These can be both kinesics, such as the nodding of a head, as well as non-kinesics, such as eye movements. They are often used as feedback to find out if one is clear of the instructions given or if the audience is interested in the speech. Different cultures use different forms of regulators to show confusion or understanding of a certain information.

- **Illustrators**: Illustrators are used more consistently to illustrate what is being said. For example, pointing to something that you are discussing about. It reinforces what you are saying. Again, the usage and the number of illustrators used is different from culture to culture.

- **Affective Display:** Affective Displays are body, or more frequently facial, movements that display a certain affective state, i.e. emotions. A lack of such affective displays may well be understood as a lack of emotion, which in turn is probably wrong. Different cultures may practice the displaying of emotions differently. Although two people may be feeling just as angry, their display of anger may be totally different. One may blow up in the face while the other may use silence to show displeasure. Therefore, the lack of display may not indicate the lack of emotions.

- **Adaptors**: Adaptors include postural changes and other movements at a low level of awareness, frequently made to feel more comfortable or to perform a specific physical function. Because adaptors are usually carried out a low level of awareness, they have been hailed as the secret to understanding what your conversation partner really thinks. A slumped posture indicates that you have low spirits, fatigued or that you feel inferior. Whereas, an erect posture shows high spirits and confidence. If you lean forward it implies that you are open and interested. Leaning away shows disinterest and defensiveness. Maintaining a rigid posture may mean that you are defensive, while a relaxed posture may translate to openness. Crossed legs and arms shows unwillingness to listen

while uncrossed arms and leg indicates that you are approachable

IMPORTANCE OF POSITIVE BODY LANGAUGE

Positive body language helps people to be liked by other people in an organization or community and is therefore must for people across disciplines and ethnicities, as it plays a pivotal role in shaping our discussions and relationships with other people in our daily life.

For example:

1. Sitting, legs crossed, and arms resting on the legs – Confidence
2. Sitting, legs apart open – Relaxed
3. Index finger covering mouth and thumb supports chin - Critical evaluation

Positive Body Language - Importance

Body language is of utmost importance in this highly competitive world. The corporate sector values good body language a lot and any sign of bad body language can break deals, even leading to loss of network for people. Our body posture, along with its movements and placement of different body parts, play an important role in letting out our feelings and emotions, even if we don't display the emotions voluntarily.

- **Assertive Behaviour**

A positive body language helps the person to be more assertive and assists in putting his or her opinion forward more easily than the others. Positive body language is liked by other people and hence, the person carrying a positive body language gets more attention and favour in any discussion.

"Body language is a powerful tool. We had body language before we had speech, and apparently, 80% of what you understand in a conversation is read through body, not words"

Deborah Bull

- **Non-verbal Communication**

Research says that our communication consists of 35% verbal communication and 65% non-verbal communication. This implies that whatever we speak voluntarily comprises of just 35% of what the other person makes out of us. The remaining 65% information about us is learnt from our body language. Our body language helps others identify our emotions, status and even our lifestyle.

- **Non-Verbal Communication - Workplace Success**

Positive body language is a must in workplaces and corporate environment. Healthy body language can help foster team spirit in the workplace, which can also boost the morale of the employees. Delegation of responsibilities becomes easier through positive body language. It can also help in conveying respect for colleagues and resolving conflicts in the organization.

- **Relationships**

Negative body language can give way to a lot of misinterpretation and misunderstandings. Maintaining a body posture and absurd body movements that is offensive to the other person can ruin a relationship.

For instance, you need to understand the emotions and mood of the other person and need to customize your behaviour accordingly. If your spouse is in a good mood, then it is okay to laugh or tease her occasionally. However, the same activity can be misinterpreted as sarcasm or irritable behaviour if the spouse is not in a good mood. This can lead to issues between couples and can also lead to damaged relationships.

● **Public Speaking**

In public speaking, body language assumes an altogether different importance. If the speaker has a defensive body language or has a passive body language, there are high chances that he or she won't be listened to intently by the audience. The impact factor of such speeches also is reduced by a large fraction as the audience gets 35% of the entire communication but misses the remaining 65%. Hence, it's highly important to have proper body movements and posture while speaking on stage in front of an audience.

Public Speaking Body language is very important in all forms of communication. It helps to break the barrier of unfamiliarity and helps to form a better connect with the recipient of information.

FORMS OF NEGATIVE BODY LANGUAGE

Let's look at some of the different types of negative body language and what they may be communicating:

1. **Avoidance of eye contact**: nervousness, lack of confidence, low self-esteem or dishonesty.

Inability to make eye contact can mean a person is feeling uncomfortable. This uneasiness can be attributed to low self-esteem, confidence, or fear due to lying. Scholars have extensively researched how to pinpoint lying through eye contact, and their findings have been inconclusive. It seems that some people look to the right when lying, and others provide deliberate and forced eye contact when lying. It's hard to tell.

2. **Staring**: intenseness and eagerness:

Giving too much eye contact, on the other hand, can make one look too eager and lead to an awkward exchange. The receiver of the eye contact will probably feel uneasy.

3. **Crossed arms:** separateness, discomfort, or defensiveness

If you observe people speaking at a party, you will find that many stands with their arms or hands in front of them. Their arms could be crossed, or their hands could be clasped in front of their crotch. This could be an unconscious creation of a barrier between themselves and the person to whom they are speaking. Speaking with arms to one's side, on the other hand, can indicate openness and friendliness.

4. **Overuse of hands:** nervousness, excitement, or mania

These signs can be found in a person who speaks rapidly while his or her hands are flying all over the place. They can serve as indicators that a person is nervous or manic.

5. **Looking at watch, clock or phone:** boredom, anxiousness, impatience, or future-minded

When people are looking at a phone, watch, or clock during a conversation, it is usually a tell-tale sign that they are in a hurry for it to be over. They may be tuning out the other person and thinking about what they must do next.

6. **Poor posture**: lack of confidence, unwillingness, lack of ability, unavailability, or boredom

Poor posture can indicate that someone is not assertive or self-assured. Poised individuals are treated with more respect and are more knowledgeable and reliable in the United States. Hunched shoulders and raised brow - A person do not know what you are talking about

7. **Frowning:** sadness, sympathy, discontent, or anger
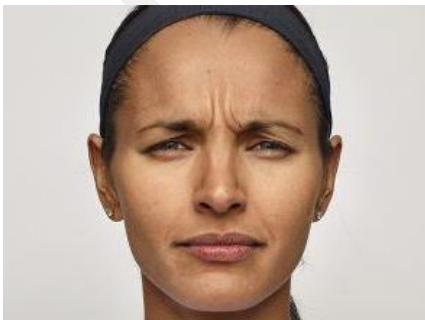
Frowning is an obvious indicator of these emotions. If a speaker is telling a sad story, a frowning listener may just be empathizing. But if the speaker is not telling a sad story, the listener may be unhappy, angry, or sad. A wrinkle between the eyes or a tightness of the face can mean the same thing.

TONE AND MOOD (WRITING)

TONE AND MOOD - WHAT IS IT?

Tone: It is primarily conveyed in writing through diction, point of view, syntax, and level of formality. It is an attitude toward the events of the story—humorous, ironic, cynical, and so on.

Mood: It is a literary element that evokes certain feelings or vibes in readers through words and descriptions. It is referred to as the atmosphere of a literary piece, as it creates an emotional situation that surrounds the readers.

TONE AND MOOD – THE FEEL OF FICTION:

Each piece of fiction, each section of text, has a feel. The feel of a story or scene is primarily achieved through three elements— tone, mood, and style. And while you may hear the words used almost interchangeably, they are different. They are achieved differently, and they create different effects.

Tone

Tone in fiction is the attitude of the narrator or viewpoint character toward story events and other characters. In a story with first-person POV, tone can also be the narrator's attitude toward the reader.

In non-fiction, tone is the writer's attitude toward subject matter and reader. So the writer might come across as a know-it-all or a blowhard or as humble or solicitous.

Purposes of Tone

Use tone, the viewpoint character's attitude, in every scene to deepen the reader's connections to the events of that scene and to the character. Reveal character personality and motivation through tone; a person's response, including the level and duration of the response, tells a lot about that person. The attitude a person takes on is one of his major responses to events and stimuli. Use it to reveal your characters. A long list of tones (attitude), but by no means an exhaustive one— All-knowing, Anxious, Bold, Bossy, Calculating, Callous, Close-

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"The tone of your writing is the way you address the reader and the issue you are writing about. It's how you feel about your topic-and those feelings shine through in the words you use"

Rachel Blom

minded, Clueless, Confident, and Confrontational

Mood

Mood is what the reader feels while reading a scene or story. It's not the reader's emotions, but the atmosphere (the vibe) of a scene or story. It's what the reader reads or feels or notices. Not all readers would necessarily report the same mood from a scene, although the writer does hope to achieve a feel common to every reader.

Mood can be expressed in terms such as dark, light, rushed, suspenseful, heavy, light-hearted, chaotic, and laid-back. The mood of each scene can differ from that of the scene before, but you will want some consistency. Yet, as the story approaches the climax, the intensity levels should change. Readers should feel that story events are coming to a head. While there should be several points in your story at which the mood darkens or grows more menacing or more comical, readers should feel a bigger change as the story heads to its conclusion. (This feel of events rushing toward a conclusion can also be directed by pace, by a reduced emphasis on general setting details, by to-the-point dialogue, and several other factors. Mood is just one element that pulls the reader toward the story's end.) A list of moods (atmosphere)— Alarming, Brooding, Buoyant, Comical, Confining, Cool

WAYS TO PERFECT THE TONE

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- Avoid a predictable treatment of your subject
- Keep tone consistent from start to finish.
- Cut ruthlessly.
- Let tension sustain tone.
- Use your voice.
- Convey tone through details and descriptions.
- Learn to recognize built-in problems with tone

EXAMPLE OF TONE IN A STORY

Tone in writing is not really any different than the tone of your voice. You know that sometimes it is not "what" you say, but "how" you say it. It is the same with writing. Every adjective and adverb you use, your sentence structure, and the imagery you use will show your tone. The definition of "tone" is the way the author expresses his attitude through his writing.

The tone can change very quickly or may remain the same throughout the story. Tone is expressed by your use of syntax, your point of view, your diction, and the level of formality in your writing. Examples of tone in a story include just about any adjective you can imagine:

- **Scared**

- **Anxious**

- **Excited**

- **Worried**

- **Foolish**

- **Smart**

- **Depressing**

HOW TO CREATE MOOD IN A STORY?

Creating Mood Through Setting:

A setting will help an author to create a mood. For example, an uninhabited, dilapidated house in an empty forest might be one setting. An author is going to use descriptive and sensory language to create

"A short story must have a single mood and every sentence must build towards it"

Edgar Allen Poe

that setting. The way that the audience feels because of that setting is mood.

Creating Mood Through Tone:

Tone can also help an author create mood. If an author writes using a distant and withdrawn tone, his audience will feel a certain way—perhaps cold and neglected. On the other hand, if an author writes in a witty tone, he might create a jovial and light-hearted mood.

Creating Mood Through Diction:

Diction is perhaps the key player to creating mood. Each word an author selects should further communicate the mood he wants to create. This involves any narration or dialogue, as well.

For example: it would be very strange for the author trying to create a dreary mood to have an exclamation of excitement in his dialogue. Each word choice should reinforce the mood the author wants to achieve.

MAKE SURE YOU REVISE

- ✓ **LIMITATIONS OF DRESSING IN WORKPLACE**
- ✓ **DIFFERENT TYPES OF DRESS CODES**
- ✓ **GUIDELINES TO APPEAR POLISHED**
- ✓ **WAYS TO PERFECT THE TONE**
- ✓ **DEMONSTRATION OF FACIAL EXPRESSIONS EXAMPLES**
- ✓ **TONE AND MOOD DEFINITION**
- ✓ **ROLE OF FACIAL EXPRESSIONS IN SOCIAL INTERACTION**
- ✓ **WAYS TO CREATE MOOD**
- ✓ **TYPES OF KINESICS**

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