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## NON-VERBAL COMMUNICATION AND BODY LANGUAGE

### FACIAL EXPRESSIONS AND GESTURES

#### **Facial expressions - what is it?**

- Vital part of communication
- Observable results of moving one or more facial muscles
- Key - Relates to what you can observe



# IMPRESSION MANAGEMENT



## Three ways to have pleasant facial expressions

- Being Aware of Your Face
  - Know how your face naturally rests
  - Ask other people
  - Learn to use the muscles of your face
  - Know your nervous habits



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- Making Changes
  - Practice at home and look engaged
  - Soften your eyes
  - Keep your mouth relaxed
  - Become pleasant within
- Being Comfortable and Smiling
  - Smile when appropriate
  - Focus during uncomfortable situations
  - Have confidence in your appearance



## Advantages and disadvantages of facial expressions

### Advantages :

- Can indicate sarcasm
- Good for communicating silently
- Can indicate hostility or friendliness
- Good for flirting

### Disadvantages :

- Showing surprise or disgust - Not polite
- Can show nervousness and vulnerability



## Role of facial expression in social interaction

- Multiple systems of emotion recognition
- Emotional contagion
- Explicit recognition of expressions
- Emotions as communicative signals
- Ostensive signals



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## Different types of facial expressions

Confusion

Surprise

Shame

Focus

Exhaustion

Anger

Seduction

Fear

Sadness

Happiness

Disgust

Contempt

Frustration

Boredom

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## KINESICS

### **Kinesics - what is it?**

- Interpretation of body motion communication
- Facial expressions and gestures
- Nonverbal behaviour
- Movement of any part of the body/body as a whole
- Body language





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## Types of kinesics

- Emblems:
  - Nonverbal cues that have a verbal counterpart
- Regulators:
  - Non-verbal signs
  - Regulate, modulate and maintain the flow of speech
  - Different cultures use different forms of regulators
- Illustrators:
  - Consistently to illustrate what is being said
  - Reinforces what you are saying
  - Different from culture to culture

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- Affective Display:
  - Body or facial movements - Display affective state
  - Different cultures practice - Display emotions
  - Two people may feel angry - Display of anger is different
  - Lack of display may not indicate the lack of emotions
- Adaptors:
  - Postural changes - Low level of awareness
  - A slumped posture - Low spirits, fatigued
  - Erect posture - High spirits and confidence



## Importance of positive body language

- Sitting, legs crossed, and arms resting on the legs – Confidence
- Critical evaluation –
  - Index finger – Covers mouth and thumb supports chin
- Positive Body Language
- Assertive Behaviour
- Non-verbal Communication
- Public Speaking



## Forms of negative body language

- Avoidance of eye contact
  - Nervousness, lack of confidence, low self-esteem or dishonesty
- Staring
  - Intensity and eagerness
- Crossed arms
  - Separateness, discomfort, or defensiveness



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- Overuse of hands
  - Nervousness, excitement, or mania
- Looking at watch, clock or phone
  - Boredom, anxiousness, impatience, or future-minded
- Poor posture
  - Someone is not assertive or self-assured
- Frowning
  - Sadness, sympathy, discontent, or anger



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## Summary:

- Facial expressions - Vital part of communication
- Pleasant facial expression - Small change - Positive affect on life
- First be aware of your face
- Small changes - Pleasant facial expression more consistent

## Positive body language:

- Helps people to be liked by other people
- In an organization or community
- Must for people across disciplines and ethnicities
- Plays a pivotal role in :
  - Shaping our discussions
  - Relationships with other people in our daily life

