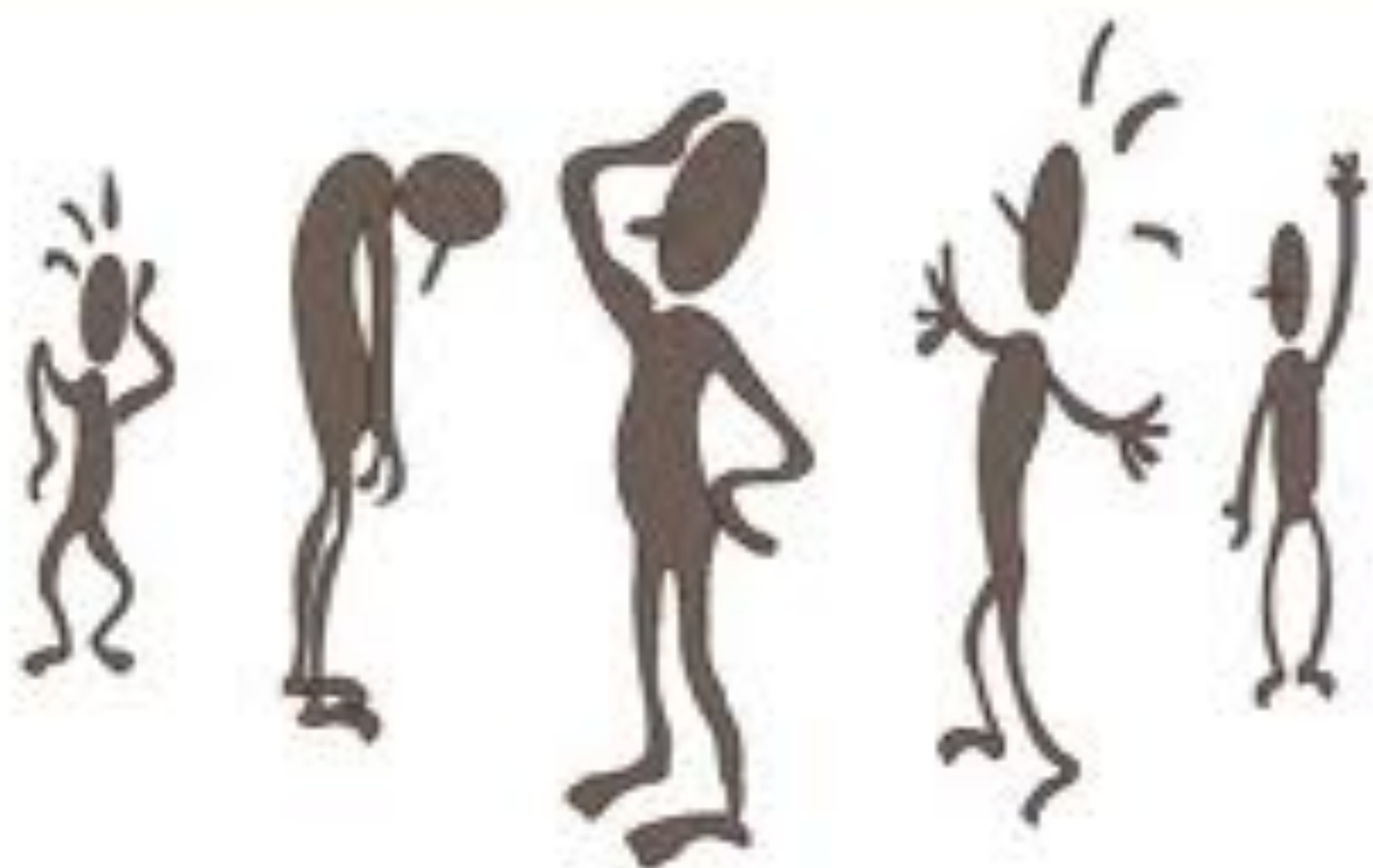


Nonverbal Communication and Body Language

NON-VERBAL COMMUNIATION



SPEAKS LOUDLY

“Actions speak louder than words”

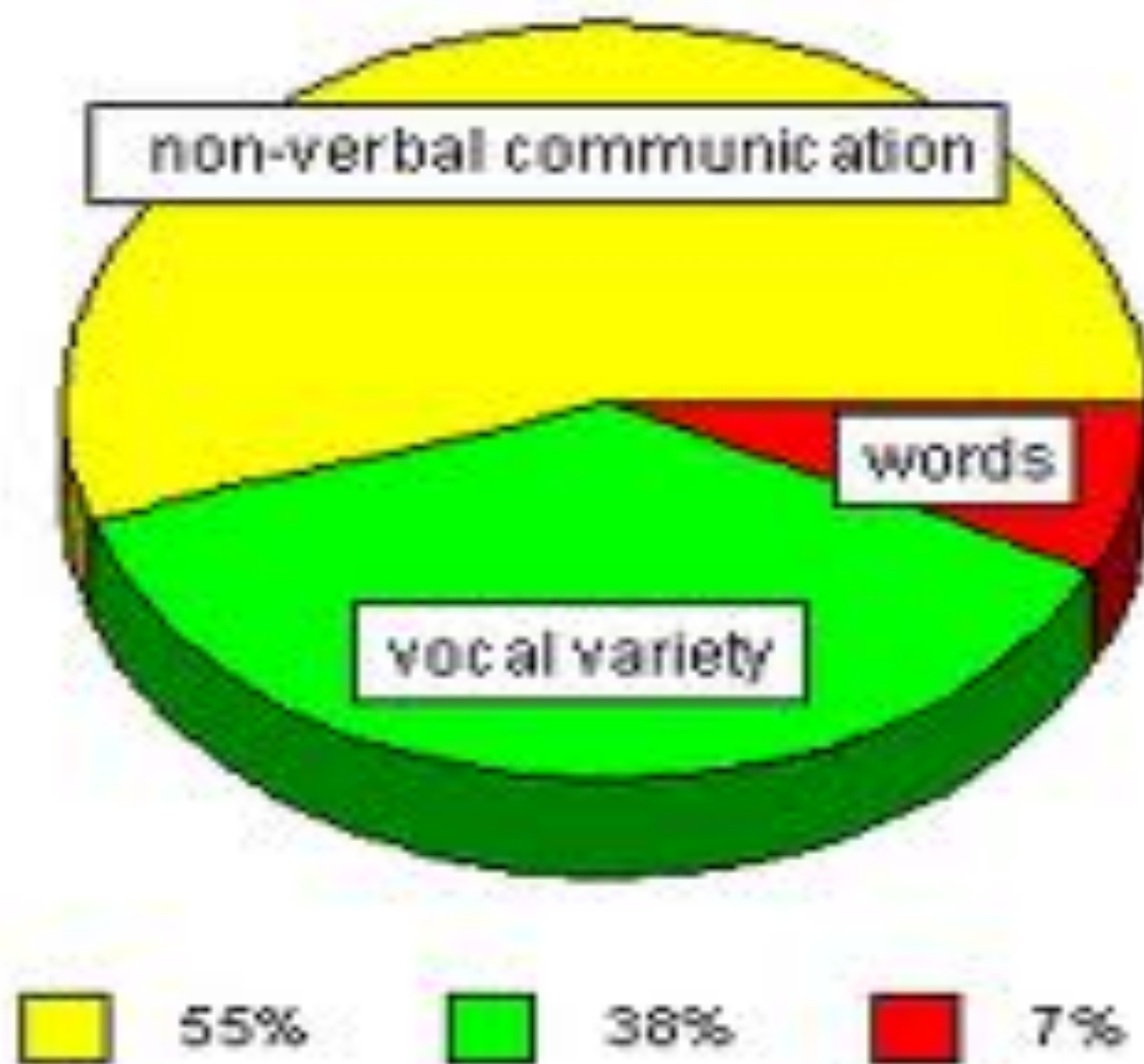
"what you see is what you get"

"it's not what he said, it was HOW
he said it".

DEFINITION

Nonverbal Communication has been defined as communication without words. It includes apparent behaviors such as facial expressions, eyes, touching, and tone of voice, as well as less obvious messages such as dress, posture and spatial distance between two or more people.

Communication Skills



Reasons to use Nonverbal Communication

- Words have limitations

- Nonverbal messages are likely to be more genuine

- Nonverbal cues can communicate thoughts

Functions of Nonverbal communication

- Express emotions
- Express interpersonal attitudes
- To accompany speech in managing the cues of interaction between speakers and listeners
- Self-presentation of one's personality
- Rituals (greetings)

Nonverbal communication includes:

- Body Language**
- Gestures**
- Facial Expressions**

FACIAL EXPRESSIONS

- **Happiness** (sincere broad smile, raised cheeks, round eyes)
- **Anger** (lowered eyebrow, tightly pursed lips, intensive stare)
- **Surprise** (wide open eyes, open mouth, raised eyebrows)
- **Fear** (open mouth, round eyes, pale face)
- **Disgust** (wrinkled nose, raised upper lip, lowered eyelids)
- **Sadness** (lowered corners of mouth, sad eyes)

The Components of Nonverbal Communication

- Kinesics**
- Proxemics**
- Chronemics**
- Haptics**
- Oculesics**
- Paralanguage**
- Artifacts and colour**

KINESICS

- Emblems
- Illustrators (draw a picture in air)
 - Affect Displays (Face carry emotional gestures)
- Regulators (nodding, raising hands)
- Adapters (clues – to check the mood)

PROXEMICS

- **Intimate distance** – actual touching to 18 inch
- **Personal distance** – 18 inches to 4 feet
- **Social distance** – 4 to 12 feet
- **Public distance** – more than 12 feet
- **Vertical Distance**

CHRONEMICS

Cultures usually put into two time system categories:

- Monochronic time
- Polychronic time

HAPTICS

- **Functional/Professional**
- **Social/Polite**
- **Friendship/Warmth**
- **Love/Intimacy**
- **Sexual/Arousal**

OCULESICS

- Flirting
- Flirting triangle

PARALANGUAGE

Voice

- Pitch
- Volume
- Speed

ARTIFACTS AND COLOUR

- Clothing
- Make up
- Jewellery
- Hair style
- Beard
- Colour

TIPS TO IMPROVE BODY LANGUAGE

- **Respect people's personal Zone**

- **Let your body language be consistent with your words**

- **Pay Attention**

- **Show your interest**

- **Maintain eye contact**

- **Be relaxed**

THANK YOU