



Vietnam National University of HCMC  
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School of Computer Science and Engineering



# Skills for Communicating Information (IT007UN)

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[https://vichithanh.github.io/teaching\\_sci\\_2023\\_06.html](https://vichithanh.github.io/teaching_sci_2023_06.html)



SCAN ME

# Contents

- +Body language
- +Personal Appearance

# Body language

- + Body language is the science of nonverbal signals such as gestures, facial expressions, and eye gaze that communicate a person's emotions and intentions.
- + Unlike words, body language is often done subconsciously and constitutes a large part of our communication.
- + Learning to read body language and to express ourselves through our own body language, can help improve communication.
- + This means that "*how to say*" is more important than "*what to say*"
- + Of course, this does not mean that you don't need to do prepare anything for your interviews, nor does it mean that you can take any short cuts. On the contrary, this means that you have more things to pay attention to and prepare for than usual preparations.

# Body language

- +Reading these signs is an important part of communication.
- +The importance of body language is that it assists us in understanding and decoding what the person is saying.
- +Body language also helps interpret other peoples' moods and emotions.
- +Apart from this, it enhances our conscious understanding of people's reactions to what we say and how we say it.

# Body language



# Importance of Body Language

## +7% WORDS

- + Words are only labels and the listeners put their own interpretation on speakers words

## +38% PARALINGUISTIC

- + The way in which something is said - the accent, tone and voice modulation is important to the listener.

## +55% BODY LANGUAGE

- + What a speaker looks like while delivering a message affects the listener's understanding most.

# Importance of Body Language

- +We as human beings pay more than 90% attention to body language and tone of the voice more than the actual words.
- +Nonverbal communication is deeply rooted in the brain.
- +It's important to use gestures, facial expressions and other nonverbal cues carefully to communicate.
- +No matter how engaging or interesting a speech is, if the speaker's giving off negative body language signals, the audience is less likely to listen to what they're saying.



# Importance of Body Language

Kate Middleton and Queen Elizabeth. Queen Elizabeth II of the UK counselled nearly 15 prime ministers in Britain for over seven decades before her passing at her home in Balmoral, Scotland, on September 8, 2022.





# Importance of Body Language

The US and the UK have long celebrated a "special relationship," but a recent photo of President Donald Trump and Queen Elizabeth left many wondering if they were taking it to an entirely new level with a friendly fist-bump.

*Queen Elizabeth II greeted President Donald Trump during a welcome ceremony at Buckingham Palace on June 3*



# Importance of Body Language

## +Understand the Feelings of Others

- + Being able to read body language means you can understand how another person is truly feeling using unspoken words and reactions.

## +Show You're Truly Engaged

- + Want to show someone you're truly engaged in their conversation without actually saying it, use your body language.
- + If you're speaking one-on-one with someone, open up your body language using good posture, a healthy amount of eye contact, open hand gestures if having a discussion and a smile.

# Importance of Body Language

## +Demonstrate Your Confidence

- +Not everyone feels confident, especially if you become uncomfortable under pressure or in front of groups of people.
- +But even the most visually confident people in the world have days where they don't feel confident but still look it.
- +If you look confident using nonverbal communication, your audience is more likely to believe in your words and follow your lead.

# Importance of Body Language

- + If you want to show you're a team player and that you truly care about the organisation and your colleagues, body language is your answer.
- + Body language in the workplace can help you show your enthusiasm for projects, your team and their successes or even your friendliness with new team members.
- + Using body language will help you find it easier to have conversations with colleagues and team members and achieve what you set out to in the workplace.
- + This means, by not using nonverbal cues in the workplace, you might be misunderstood and leave others confused about your true thoughts on their conversation or even them as a person.
- + If you stare at someone and subconsciously grind your teeth, others are going to notice and become defensive.

# The Types Of Body Language Communication

## +Positive body language

- +can help you get what you want if you know how to use it. It can land you a job, win an argument, or start a relationship etc.

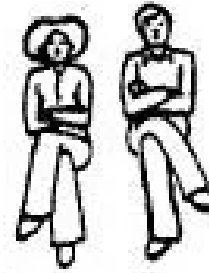
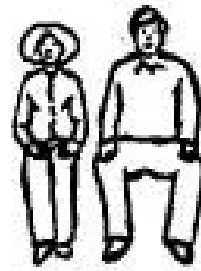
## +Negative body language

- +can keep you from getting the things you want.

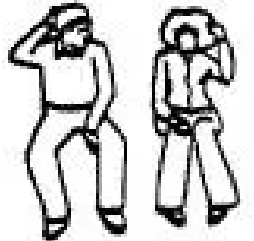
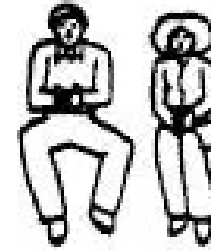
- +can cause you to lose friends, miss out on opportunities at work, or offend people you want to impress.

# The Types Of Body Language Communication

+ Engaging Approachable Body Language



*Openness vs. Defensiveness*



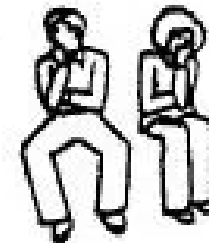
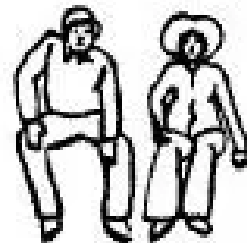
*Expectancy vs. Frustration*



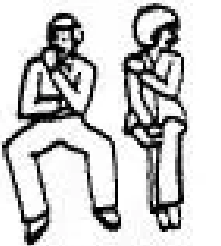
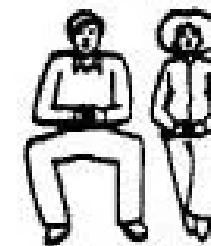
*Evaluation vs. Suspicion*



*Self-control vs. Nervousness*



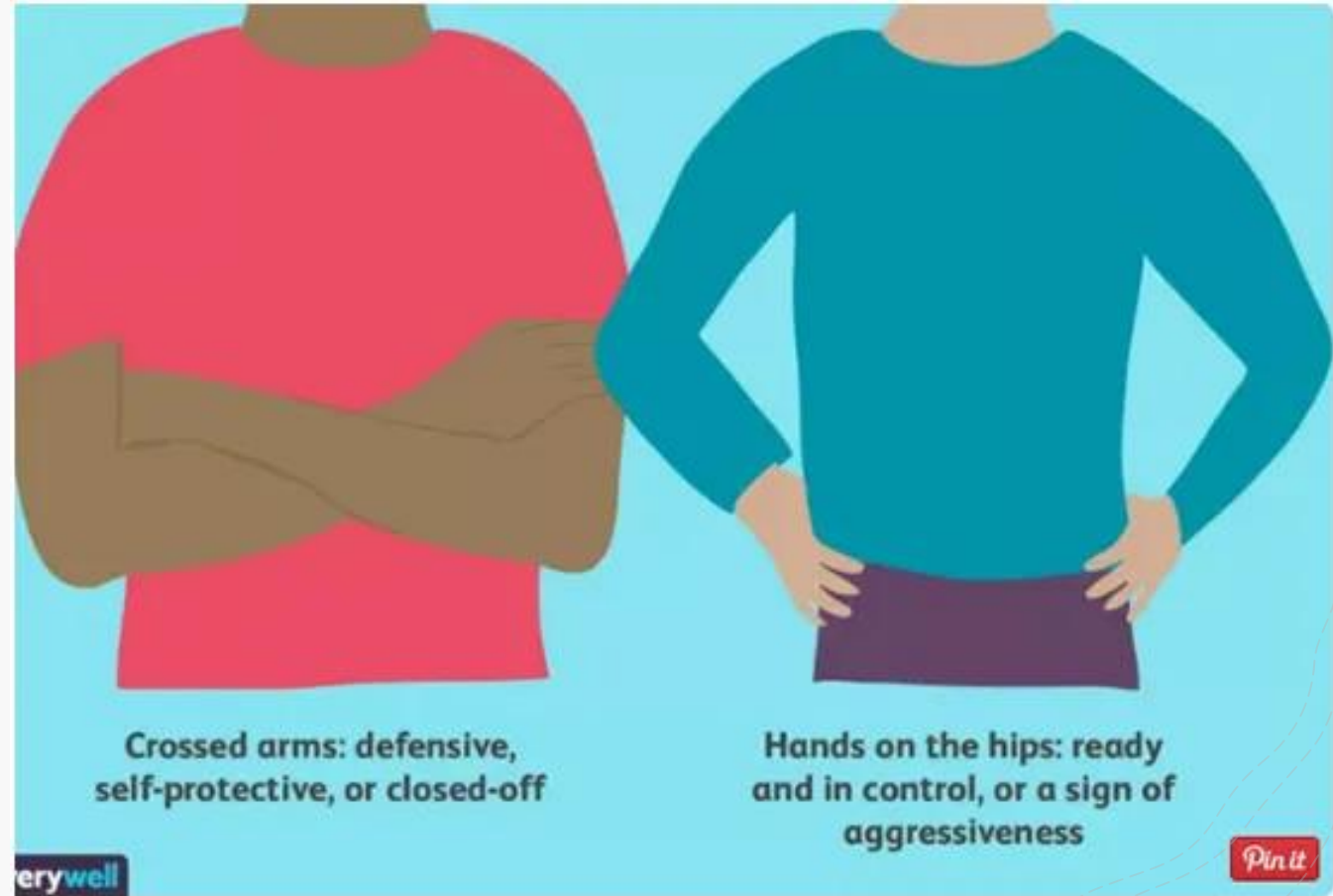
*Readiness vs. Boredom*



*Confidence vs. Insecurity*

# The Types Of Body Language Communication

- + Arms Crossed Across The Chest:
  - + Your arms and legs are perhaps one of the first types of nonverbal communication that people notice when they see you.
  - + You can use them for positive body language or negative body language.





# The Types Of Body Language Communication

## + **Arms Crossed Across The Chest**

- + Sitting or standing with your arms crossed across your chest is nearly always seen as defensive body language.
- + Universally, when a person crosses their arms, they are viewed as insecure, annoyed, or closed off.
- + When you do it, you're closed off and disengaged. You may appear angry or stubborn.
- + If you see someone with their arms and legs crossed for a long period of time, remember that it could indicate that the temperature where you are is too cold.
- + It could also mean they're tired or simply supporting their shoulders in an armless chair.

# The Types Of Body Language Communication

- + **Smiles** can mean different things, depending on the exact facial expression. There are happy smiles, shy smiles, warm smiles, and ironic smiles.
- + **Tapping Your Fingers:**
  - + When you tap your fingers, you appear impatient and possibly nervous about waiting. If you're a finger tapper, be aware that it's one of those nonverbal signals that can grate on others' nerves.
- + **Tilting Your Head to One Side:**
  - + When you tilt your head to the side, it usually means you're listening intently and deeply interested in finding out the information you're being told. It can also mean you're concentrating very hard.

# The Types Of Body Language Communication

## + **Steepling Your Fingers**

+Holding your fingertips together and your palms apart let people know you have authority and control. Bosses and politicians use this gesture often to show they're in charge.



# The Types Of Body Language Communication

## + **Crossing Your Legs:**

- + The way you cross your legs can tell others a lot about you and how you're feeling at any given moment.
- + If you cross them at the ankle, it may show that you're trying to hide something.
- + If you cross them at the knee but point your knees away from the other person, you show you're uncomfortable with them.
- + In most cases, the best option is to plant your feet firmly on the floor.

# The Types Of Body Language Communication

## + **Pulling Your Ear:**

- + When you tug on your ear, it shows that you're trying to make a decision but just haven't gotten there yet. You tend to look indecisive or noncommittal.

## + **Putting Your Head In Your Hands:**

- + When you put your head in your hands, it might mean that you're bored, as if you're so weary of life that you just can't hold your head up anymore.
- + Or, it can mean that you're upset or so ashamed you don't want to show your face.

# The Types Of Body Language Communication

## + **Standing Up Straight**

- + Standing erect with good posture shows you feel confident.

## + **Gesturing with Your Hands Open and Palms Up**

- + What you do with your hands makes a big difference in whether people trust you or not.

- + Hold your hands open and gesture with your palms up to show that, no, you don't have anything hidden from them.

# The Types Of Body Language Communication

- + Having a good eye contact can be positive showing interest, affection or attraction for the other person.
- + It is also necessary for maintaining the flow in the conversation.
- + If eye contact is not maintained properly, it can mean the opposite. If you look into the eyes for a long time it can make people feel uncomfortable or even convey that you are lying.



President Donald Trump shakes hands with French President Emmanuel Macron in Brussels, Belgium, on May 25 at a NATO summit



Do not make 100% eye contact! That is actually a territorial signal and shows aggression. People often do it before a fight



# The Types Of Body Language Communication

# Staring

INTRUSIVE STARING  
OF A SEXUAL NATURE  
IS SEXUAL HARASSMENT  
AND IS NOT TOLERATED

See it or experience it on public transport?  
Text what, where and when to 61016.  
In an emergency always dial 999.

Aware of someone who is doing this and want to remain anonymous?  
Call the sexual harassment line on 0800 783 0137.

Together, we can stop sexual harassment.



MAYOR OF LONDON



# The Types Of Body Language Communication

## + **Looking Down:**

- + Looking at the floor or ground makes you appear weak and unconfident.
- + Unless there's something you need to discuss down there, you need to keep your eyes on the level of the other person's face.
- + When you break eye contact, as you should every few seconds, try looking to the side.

## + **Rubbing Your Hands Together**

- + Want to show how excited you are about a new project? Just rub your hands together vigorously.

# The Types Of Body Language Communication

## + **Twisting Your Hair:**

- + Often, movies and TV shows use the gesture of twisting the hair to show flirting.
- + That may be the meaning you get when someone twists their hair, especially if they look up at you through their lashes while they do it.
- + However, if you're in a job interview, you'll only look like your nervous and uncomfortable as you idly twist your hair.

## + **Placing Your Hand On Your Cheek:**

- + When you touch your cheek with your hand, you show that you're thinking and carefully evaluating the information you're receiving.
- + When you see someone do this while you're talking to them, you can usually assume that they're taking you seriously enough to consider what you're saying.

# The Types Of Body Language Communication

## + **Rubbing Your Eye :**

- + When you rub your eye, it usually means you doubt or disbelieve what you're hearing.
- + If someone is rubbing their eye as you speak, you might benefit from stopping and asking for their feedback so that you can address their doubts.

## + **Rubbing Or Touching Your Nose:**

- + When you rub or touch your nose with your index finger, you appear dishonest.
- + If you do it in a conversation that requires openness and honesty, you'll have trouble accomplishing your goals.
- + And, if you see someone else rubbing their nose, it's a good indication that you need to be careful not to believe everything they tell you automatically.

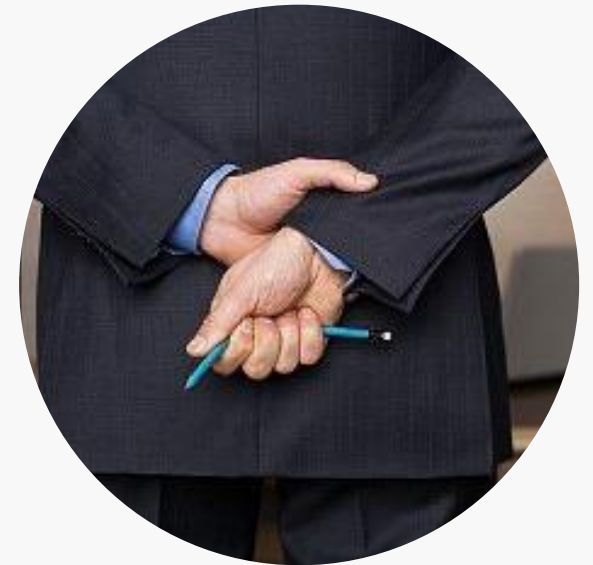
# The Types Of Body Language Communication

## + **Standing With Your Hands Clasped Behind Your Back:**

- + Take a position with your hands clasped behind your back, and others may read this as anger, apprehension, or frustration.
- + It may feel like a nice, casual pose, but in reality, it can make others uncomfortable and wary of you.

## + **Pinching The Bridge Of Your Nose:**

- + When you close your eyes and pinch the bridge of your nose, you seem to be making a negative evaluation of what's happening in the conversation.
- + If someone takes this pose with you, you may need to take a different approach in enlisting their support for your goal.



# The Types Of Body Language Communication

## + **Standing With Your Hands On Your Hips:**

- + In some cases, it can mean that you're feeling angry and may behave aggressively. In others, it may simply mean that you're enthusiastic and ready to get something done.

## + **Distance**

- + For most casual acquaintances, a good distance for personal space is about three feet or about an arm's length distance between you if you're standing shoulder to shoulder.
- + You can stand a bit closer than that with good friends and family members and everyone should still be comfortable.

# The Types Of Body Language Communication

## + **Hand gestures**

- + Hand gestures increase the value of our spoken message by 60%
- + Leaders use specific hand gesture patterns
- + The least popular TED Talkers used an average of 272 hand gestures during the 18-minute talk.
- + The most popular TED Talkers used an average of 465 hand gestures



# Activity in groups - Gesture Charades

- + Work in small groups.
- + Each group selects a member to be the "actor."
- + The actor chooses a body gesture (e.g., waving goodbye, crossing arms) without verbalizing it.
- + The actor then performs the gesture while the rest of the group tries to guess what it represents.
- + Rotate the roles within the group, allowing each member to be the actor.
- + After each round, discuss the meaning and interpretation of the gestures, and their significance in communication.
- + Write on the provided A4 paper and submit at the end of day

# The Types Of Body Language Communication

- + You're born to speak with your hands. Researchers have found that infants who use more hand gestures at 18 months old have greater language abilities later on.
- + Hand gestures speak to great intelligence.
- + Hand gestures make people listen to you and pay attention to the acoustics of speech: *"Gestures are not merely add-ons to language—they may actually be a fundamental part of it"*.
- + We can't help it. Hand gestures come naturally to us: Even found that blind people use hand gestures when speaking with other blind people.

# The Types Of Body Language Communication

- +Gesturing helps you access memories.
- +Using hand gestures while you speak not only helps others remember what you say, it also helps you speak more quickly and effectively!
- +Nonverbal explanations help you understand more.
- +One study found that forcing children to gesture while they explained how to solve math problems actually helped them learn new problem-solving strategies.

# The Types Of Body Language Communication

## +The V sign with 2 fingers

+Can commonly mean 4 things:

+the number 2

+Victory

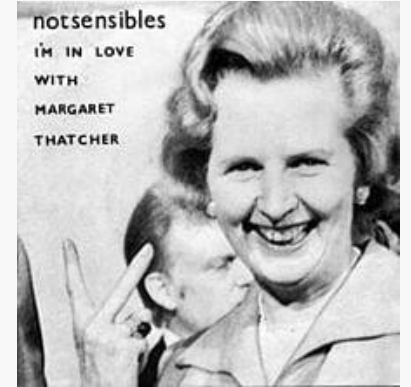
+“what’s up”

+peace



Winston Churchill made this famous as a sign for victory during WWII

PM Margaret Thatcher made this mistake

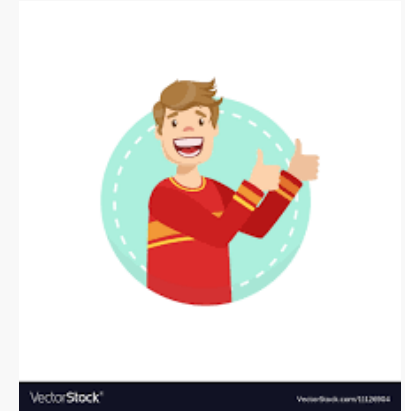


If you turn the palm facing yourself, it has different meaning, like in UK, “Screw you,”

# The Types Of Body Language Communication

## + **Thumb up:**

- + Generally, denotes agreement
- + Be careful using this gesture as in some cultures it's perceived as rude and highly offensive such as in Middle East



## + **Cross your fingers:**

- + In most cultures, crossing your fingers means you're hoping for good luck.
- + But not in Vietnam. It is similar to giving the middle finger.



# The Types Of Body Language Communication

- + **Hands are at a 45-degree angle with the palms facing up**
  - + Showing openness and honesty.
  - + It's like you are saying that you are laying it all out on the table.
- + **The palms-down position:**
  - + You listen to me



# The Types Of Body Language Communication

## + **Flash your palm at someone:**

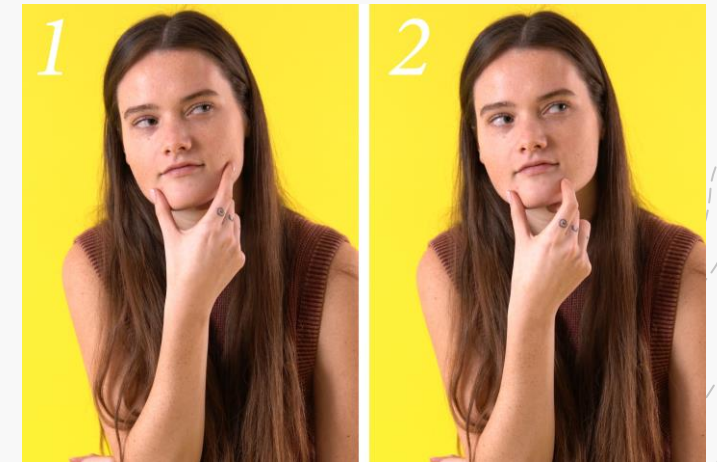
+Want them to pause or stop



## + **The Scratching My Chin Hand Sign:**

+indicate that you're deep in thought,  
or

slightly perplexed about a situation.





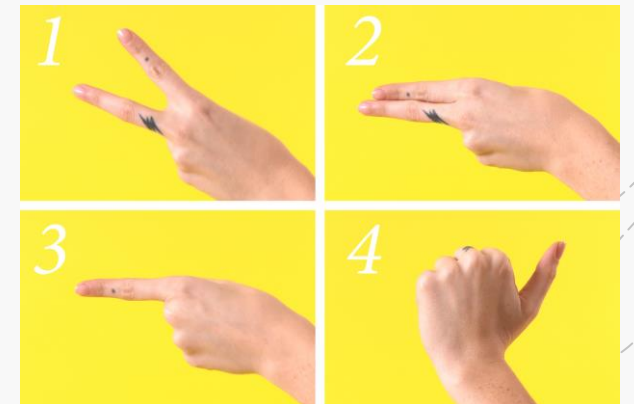
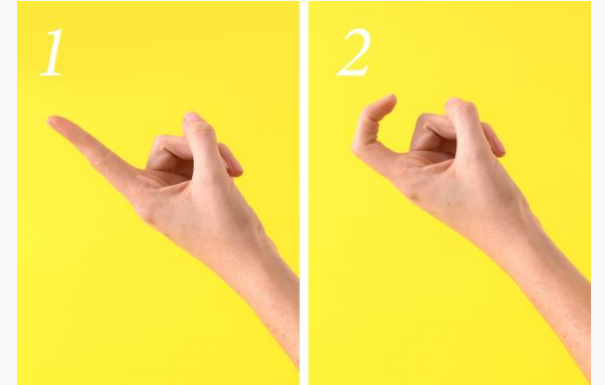
# The Types Of Body Language Communication

## +**The Come-Hither Hand Sign:**

+When you want someone to come over.

## +**The Cut It Out Hand Sign:**

+When you want someone to stop what they're doing, whether you're serious or kind-of jesting.



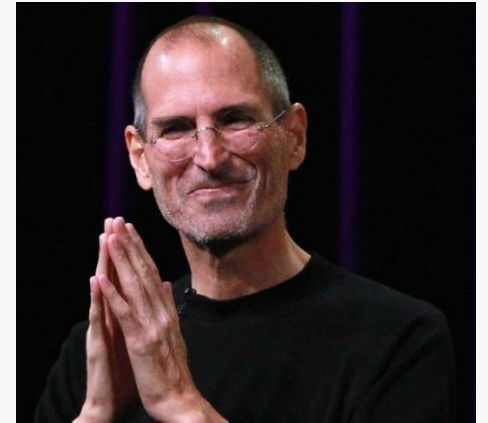
# The Types Of Body Language Communication

## + **Palms together**

- + Really want to convey the importance of a point you have made.

## + **Open Arms - Palms Up:**

- + Important for everyone in a room to feel included in your presentation.



# The Types Of Body Language Communication

## + **Interlaced fingers, thumbs up:**

- + indicate confidence
- + Usually, people do this with their hands on their lap or on top of a desk or table
- + their thumbs rising as they genuinely emphasize a point

## + **Thumb out:**

- + When we feel confident, the thumb will move away from the index finger. This is easily observed when hands are on a table
- + It might also show a person's level of commitment to what she is saying: the greater the distance, the stronger the commitment.



# The Types Of Body Language Communication

## + **Hand on Heart:**

- + Placing your hand over your heart promotes honesty.
- + When you're looking to the audience to trust and believe in what you are saying this is a powerful gesture.

## + **"One more thing":**

- + Its best use is just after an applause during a large presentation





# The Types Of Body Language Communication

## + **Rubbing fingers together:**

- + Rubbing the thumb against the index finger or fingertips is commonly used as a money expectancy gesture like "we can make money out of this"

## + **Hand clenched together:**

- + The stronger the emotion, the tighter the clench
- + Studies indicate that the higher the hands are held in the clenched position the stronger the negative mood.
- + So, if your boss is sitting with her elbows resting on her desk and her hands are clenched in front of her face, she's probably going to be difficult to handle.



# The Types Of Body Language Communication



Angry



Ashamed



Embarrassed



Worried



Happy



Sad



Joyful



Satisfied



Guilty



Scared



Lonely



Proud



Skeptical



Furious



Depressed



Shocked



Enamored



Disappointed



Gloating



Surprised



Dreamy



Cheerful



Playful



Unemotional

# The Types Of Body Language Communication



7 Powerful Hand Gestures You Should Be Using (<https://youtu.be/zn2iRG7bI2I>)

# Personal Appearance

- + First impressions are very important - they can be about attitude as well as dress.
- + Visual impact is at least as important as verbal impact.
- + People will very quickly make assumptions based on your personal appearance, including your facial expressions, the clothes you wear, how well-groomed you are and your body language.



# Personal Appearance

- + Choice of colour, clothing, hairstyles, and other factors affecting appearance are also considered a means of nonverbal communication
- + Appearances also include:
  - + Body cleanliness
  - + Clean Nails
  - + Shiny shoes
  - + No tattoos
  - + Being appropriately dressed



The background features a light gray field with intricate, wavy, dashed lines in a slightly darker shade of gray. These lines flow across the frame, creating a sense of movement. In the top-left and bottom-right corners, there are partial views of white circles, which appear to be floating or partially cut off by the edges of the image.

**THANK YOU**