**Meaning of Informal Communication/ Grapevine**

‘Informal Communication’ is the communication among the people of an organization not on the basis of formal relationship in the organizational structure but on the basis of informal relations and understanding.

It may overlap routes, levels or positions. Informal communication creates a situation where the different workers communicate with each other, work side by side, hour after hour and day after day irrespective of their formal positions and relationships.

It is referred to as the ‘grapevine’ which indicates informal means of circulating information or gossip. It is direct, spontaneous and flexible. It is personal, unofficial, and mostly verbal.

#### Examples of Informal or Grapevine Communication:

1. The manager calls an employee to his chamber and talks with him for sometimes relating to official work. Rumor is spread that the employee will be promoted to higher position ignoring the promotion of other employees.

2. The employees of a company have come to know the profit figure for the year from the accounts department. Somebody among the employees within the company puts some imagination to it and tells others that the company is going to offer bonus to the employees on the basis of profit earned.

#### Advantages of Informal or Grapevine Communication

**The advantages of informal communication are pointed out below:**

i. Informal communication, being unofficial and personal, promotes a social relationship among the participants;

ii. Flow of information is fast and is suitable for emergencies;

iii. New ideas, suggestions, opinions may come out through such communication as people can express their feelings without fear;

iv. It can create an atmosphere congenial for work as the relationship between the managers and the employees improves;

v. The managers can collect information regarding reaction of the workers, attitude of the employees of other departments, intention of peer officers through such communication. It is not possible in the case of formal communication. Thus, informal communication supplements the formal communication to fulfill the objective of the organization;

vi. Sharing of information in a free atmosphere makes the picture clear, bringing out the hidden dimension of the management, if any. It puts an end to misunderstanding and suspicion;

vii. It is an outlet of expression of complaints, dis-likings, grievances, etc.

#### Disadvantages/Limitations of Informal or Grapevine Communication:

i. Inaccurate, incomplete and half true information’s are spread through informal communication as everybody interprets it in his/her own way;

ii. In most cases it is emotional and full of sentiments which can change its meaning;

iii. No one can be held responsible as it is not possible to find out the supplier of wrong information in the case on an enquiry;

iv. It is not reliable. The managers cannot depend upon such information as it does not follow any norm and is too loose a system. No decision can be taken depending upon such communication;

v. It spreads rumors and endangers consolidation and unity of the organization;

vi. It creates conflicts between groups by spreading rumors against them and reducing their mental strength.

**BARRIERS TO COMMUNICATION**

Perfect communication takes place when the receiver understands the message exactly in the way the sender intends. Quite often miscommunication arises due to one barrier or the other. Barriers or problems can arise at any stage of the communication process. Various problems of or barriers to communication may be classified as under:

LANGUAGE AND SEMANTIC BARRIERS

ORGANISATIONAL BARRIERS

PHYSICAL BARRIERS

SOCIO- PSYCHOLOGICAL BARRIERS

**1. LANGUAGE AND SEMANTIC BARRIERS**

Language is the most important tool of communication. Semantic refers to the study of meanings of words and signs. Semantic barriers arise due to problems in language. These barriers are caused by the following reasons:

**LACK OF COMMON LANGUAGE**

If the communicator and the receiver belong to different language groups then their ignorance of each other’s language or lack of common language will be a barrier to communication between them. It is not possible for them to communicate with each other unless they know some common language which is properly understood by both of them.

**DENOTATIONS AND CONNOTATIONS**

Words have two types of meanings- denotative and connotative. The literal meaning of a word is known by its denotative meaning. It just names objects without suggesting positive and negative qualities. Book, chair, room, computer are examples of denotative words. Words like honest, punctual, competent, cheap are connotative words as these arouse qualitative judgements and personal reactions.

Certain words have both positive and negative connotations in different contexts. One such word is ‘cheap’. Mohan purchased a pullover on Sunday. On Monday he tells Sohan that he got a new pullover very cheap. Mohan wanted to convey that he was lucky to get a pullover at a low price (positive connotation). But Sohan thought that Mohan has bought a low quality pullover (negative connotation).

**BAD EXPRESSION**

When the message is not formulated and presented in the proper manner, the receiver fails to comprehend it and misunderstanding occurs. Badly expressed messages lose their impact. Use of jargons, technical terms with special meaning prevents effective communication when the receiver does not understand them. Therefore, these should not be used while communicating with new employees and outsiders.

**POOR KNOWLEDGE OF GRAMMAR AND PUNCTUATION**

A good vocabulary is of no use unless the communicator acquires the knowledge of how to use it in a sentence. A knowledge of punctuation is also essential for effective communication. Many of us do not pay adequate attention to it. But it must be remembered that the faulty and improper punctuation can change the intended meaning of the sentences.

**2. ORGANISATIONAL BARRIERS**

Organisational barriers arise due to defects in the organisational structure and the communication system of an organisation.These are as follows:

**HIERARCHICAL BARRIERS**

In an organisation, communication must flow through certain formal channels which are established by the organisational hierarchy. The employees are expected to contact the superiors and the subordinates through their immediate superiors or subordinates. Usually, the subordinates do not find it easy to communicate their problems to their superiors. They experience an awe of authority in communicating with their superiors. Frustration is caused among the employees when their communication is restricted to the formal channels only.

**INAPPROPRIATE MEDIUM**

Choice and use of an unsuitable medium may act as a barrier to communication. For instance, a manager wants to compliment an employee for his excellent performance, he should have a face-to-face talk rather than a sending an e-mail. On the other hand, face-to-face talk may not be effective when an employee wants to submit a report on his yearly performance to his boss.

**INCREASING SPECIALISATION OF THE WORKFORCE**

This is posing a serious barrier to effective internal communication in large-size business organisations. The tasks are specified and the procedures are structured in such a way that the workforce can hardly come out of their compartments to communicate with the people in other functional groups. This makes it increasingly difficult to see and converse with the people outside one’s specialisation.

**3. PHYSICAL BARRIERS**

There are some physical barriers which are caused due to following factors:

**NOISE**- The flow of communication is often blocked due to noise caused by traffic, human sounds, construction work, fans etc.. In factories, loud noise of the machines make oral communication difficult. Blaring and other types of electronic noise interfere in communication through telephone and mic.

**DISTANCE**

Physical distance between the sender and the receiver serves as a barrier to smooth communication. Telephone and internet facilities may not be available everywhere. There may be breakdown in the telephone, internet and postal services or mechanical equipment to cause barriers to communication.

**TIME**

Time is also a barrier to communication. Delayed message creates confusion. In organisations, persons working in different shifts may fail to communicate effectively due to time gap.

**INFORMATION OVERLOAD**

Excess of communication is called information overload. The receiver cannot comprehend and absorb beyond his mental capacity. His mind will be closed for a part of communication. Therefore, we should be precise and brief in sending messages.

**4. SOCIO-PSYCHOLOGICAL BARRIERS**

These consist of the following :

**STATUS**

Status is the position or social rank of a person in a group. Status distinction exists in every organisation and is one of the major barriers to communication. Subordinates are either too conscious of their low status or too afraid of being snubbed. Many executives keep distance from their juniors thinking that consulting them will lower their dignity.

**ATTITUDES AND OPINIONS**

Personal attitudes and opinions often interfere with communication. If the message is consistent with our attitudes and opinions, we receive it favourably. On the other hand, if the message is contrary to our expectations and beliefs, we do not react favourably to it.

**EMOTIONS**

Emotions block our mind, blur our thinking and we fail to organise the message properly. For example, the sender of a message fails to speak clearly when he is over excited, worried, nervous or angry. An extremely angry person falters in his speech and repeats the same words again and again. Similarly, the receiver cannot hear or read the message successfully when he is emotionally disturbed.

**CLOSED MIND**

A person may have a closed mind due to deep rooted prejudices, superiority complex, limited intellectual background etc.. It is very difficult to communicate with such a person. He holds his opinions so rigidly that he just refuses to listen.

**INATTENTION**

Lack of attention on the part of the listener or reader is a common barrier to communication. Inattention arises due to mental preoccupation or distraction. Sometimes the listener’s mind gets busy in guessing what the speaker will say or in framing the reply to what he has heard. As a result he may miss what is being said now.

**DISTRUST**

Communication is likely to fail when the receiver has a suspicion about the source of communication. People often react more according to their faith in the source of facts than to the facts themselves.

**PREMATURE EVALUATION**

Some people form a judgment even before receiving the complete message. Such premature evaluation prevents effective communication. Once you form a judgment or response, your mind is closed to the rest of the message. The judgment or decision based on incomplete information is likely to be wrong. Therefore, we must listen to or read the full message before reacting to it.

**POOR RETENTION**

In the process of transmission, a part of the message is lost. At every level the message is screened and only a part of it is transmitted further. In oral communication about 30% of the information is lost in each transmission. Poor retention can be corrected through repetition, clarification and reminders.

## What is nonverbal communication?

Nonverbal communication is the transfer of information through the use of body language including eye contact, facial expressions, gestures and more. **Verbal communication is the use of language to transfer information through written text, speaking or sign language.**

Nonverbal communication is important because it gives us valuable information about a situation including how a person might be feeling, how someone receives information and how to approach a person or group of people.

Paying attention to and developing the ability to read nonverbal communications is an invaluable skill you can leverage at every stage of your career.

**DEFINING NON-VERBAL COMMUNICATION**

We can define non-verbal communication in several ways.

* It is communication through any medium other than words.
* It is the transmission of messages by some medium other than speech or writing.
* It refers to all external stimuli other than spoken or written words and that includes body motion, characteristics of voice, appearance, and space distancing.
* It is the communication that uses non-linguistic means to convey the message.
* It refers to the transfer of meaning by body language, space, time and paralanguage.
* Because the term non-verbal only excludes communication through words, the features it may include are virtually limitless.

**IMPORTANCE OF NON-VERBAL COMMUNICATION**

They provide a framework from which to conceptualize non-verbal communication, it is , in reality, a combination of cues and codes that work together to produce a certain meaning. Codes are distinct, organized means of expression that consist of both symbols and rules for their use. These codes are naturally integrated with verbal expression. It is inefficient to look at one cue or code for specific meaning.

A better way to grasp the integration of non-verbal codes is to consider their functions. **Non-verbal communication helps people accomplish various goals.**

a.) **To create impressions**: First, we use non-verbal communication to create impressions. Physical appearance cues weigh heavily on this function, but kinesics, chronemics, and other cues can contribute to how others form perceptions of competence and character.

b.) **To manage interactions**: Second, non-verbal communication is used to manage interactions. Facial expressions, vocalics, and even proxemics are used to signal turns in conversations.

c.) **Expressing emotions**: Third, non-verbal communication is a primary means of expressing emotion. In fact, some experts have identified non-verbal expression to be part and parcel of emotional experience. In addition, each cultural community has its own rules for display of emotions.

d.) **To send relational messages**: Fourth, non—verbal communication allows people to send relational messages. We convey affection, power, respect, and dominance through non-verbal cues.

e.) **To convey deception**: Fifth, deception is conveyed and detected via non-verbal cues.

f.) **To send messages of power and persuasion**: Finally, non-verbal communication also is used to send messages of power and persuasion.

**Types of Non-verbal Communication ( KOPPACT)**

**KINESICS/BODY LANGUAGE**

Kinesics also called as Body Language is the unspoken communication. It tells people your true feelings towards you and how well your words are being received. About 60-80% of our message is communicated through our body language, and only 7-10% is attributable to the actual words of a conversation.

Kinesics is articulation of the body, or movement resulting from mascular and skeletal shift. This includes all actions, physical or physiological, automatic reflexes, posture, facial expressions, gestures and other body movements. Kinesics may act as a substitutive language, accompany it, or modify it.

Our body says a lot about us in many ways as we communicate. Body movement can indicate attitudes and feelings. Our body movement includes our head, eyes, shoulders, lips, eyebrows, neck, legs, arms, fingers, hands and gestures Together they can convey if we are comfortable, unhappy, friendly, anxious or nervous.

**Body Language includes**:

a.) **Facial Expressio**n: Facial expression is integral when expressing emotions through the body. Combinations of eyes, eyebrow, lips and cheek movements help form different moods of an individual (e.g. happy, sad, depressed, angry, etc.). Your face is a major source of expression when communicating with others. It can smile, frown, remain neutral, show anger, show disgust, indicate you want to speak, and show interest.

A few studies show that facial expression and bodily expression (i.e. body language) are congruent when interpreting emotions.Behavioural experiments have also shown that recognition of facial expression is influenced by perceived bodily expression. This means that the brain processes the other's facial and bodily expressions simultaneously.Subjects in these studies showed accuracy in judging emotions based on facial expression. This is because the face and the body are normally seen together in their natural proportions and the emotional signals from the face and body are well integrated.

b.) **Eyes**: Eyes are the windows to the soul. They truthfully convey the emotions and feelings one goes through. Looking into a person’s eye is the best way to understand his/her attitude or reaction to all that you speak. Hence, maintaining an eye-contact with your speaker and listener is the most important part of your non-verbal communication skills.

Eyes play a very important role, and avoiding eye contact is seen as an indication of evasion, fear, doubt, vulnerability, inadequacy and confusion. **Study of eyes is called as Oculesics. ( VIDEO-** <https://www.youtube.com/watch?v=aMKKwTYZlRA>)

c.) **Posture**: It refers to the way we sit, stand and carry ourselves. It communicates the way we visualize the world around us. The person who stands, sits, and walks upright commands respect and attention. Therefore, a professional has to cultivate and maintain elegance in his/her sitting, standing and waling posture.

d.) **Gestures and Hand Movements**: A speaker or listener’s gestures and hand movements can support and emphasize their state of mind. It is advisable to use gestures and hand movements appropriately, so that the impact created by them is graceful and suits the occasion.



**PARALANGUAGE**

Paralinguistics refers to vocal communication that is separate from actual language. This includes factors such as tone of voice, loudness, inflection, and pitch. Consider the powerful effect that tone of voice can have on the meaning of a sentence. When said in a strong tone of voice, listeners might interpret approval and enthusiasm. The same words said in a hesitant tone of voice might convey disapproval and a lack of interest.

**Aspects of Paralanguage**

Paralanguage refers to all vocally produced sounds, it includes sound that recommend many emotional touch, and is non lexical. It may be further categories in various aspects:

1. **Voice** : As soon as we utter something the first thing which comes out is the voice. Same goes to the other side, whenever someone is speaking the first thing we listen is the voice, even if we are not able to see the speaker but just by the voice we can identify the gender, background, temperament and much more. The voices can be ambiguous or unambiguous, Pleasant or unpleasant at times. The clear voice will effectively convey the **clear message**. This is the reason that in some jobs it is essential that the applicant may possess clear and pleasant voice. For instance, job involving the task of the receptionist, or of attending the telephone, in call centres and for radio jockey.
2. **Tone:** The tone while speaking can be harsh & loud, soft & gentle, pleasing & comforting, sharp and full of rage etc. tone is that physical level of speech at which the sound of human voice is transmitted. According to Raman & Singh „tone‟ is the attitude of the speaker as revealed in the choice of vocabulary or the intonation of speech. Tone is used to convey an outlook consciously or unconsciously. The verbal communication may not be clear without the tone. **Intonation (rise and fall while speaking )** helps the tone to refer the pattern of sounds that are felt during communication. In the absence of the intonation or modulation the speech will be monotonous. It is important and easy to learn the intonations of our own native language but seems difficult while learning the second language. For being the good speaker the person should have command on the tone with the intonations. This may make his speech more influential and interesting. The change or the modulations in tone changes the meaning of words or actions. For example, a cough can convey different meanings. It can be for actually clearing the throat, or for reminding someone to speak out as it is a right time or it may also convey that one should stop speaking more, i.e. to be careful of the speech as people are listening to you.
3. **Pitch** : Pitch is a measure to find out the high and low voice. The rise and fall of the pitch varies every time we communicate, depending upon with whom we are communicating and what we are sharing. Pitch has a lot to do with one‟s state of mind.
   * 1. **Too High** When the person is excited or speaks in anger automatically the pitch rises. Too High pitch can irritate the audience; the drawback is that due to high pitch people may not be able to concentrate on words, and try to escape themselves by leaving the conversation area.
     2. **Too Low** Too low pitch makes the bold words sound dull by separating the energy and strength of those words. Too low pitch with a big audience is a worst situation while delivering the speech. On the other hand it has some positive aspects too; low pitch can be used while talking to someone especially if the person is feeling low.
4. **Monotonous :** For the person who is delivering a speech the pitch depends upon the topic or subject matter. The variations in pitch are important to attract the attention of listeners, and to keep them interested in the speech. Without the proper use of pitch, the speech becomes boring and conveys a monotonous sound therefore to maintain the curiosity of the audience it is vital to be at a right pitch. Therefore in day to day discussions we listens voices at various pitch levels. The best way to improve one‟s pitch variation is to observe the great speakers while they are speaking, or to watch the videos of great presentations. At the same time it is equally important to maintain the pitch level at which the listener gets the point comfortably.
5. **Volume** : The volume variation or the intensity is the essential part of paralanguage as it refers to the loudness and softness of voice. Most of the times people who have a loud voice are considered confident and successful, and the persons with low or dull voice are considered unsuccessful or lacking in confidence.
6. **Articulation** According to Raman & Singh “Articulation is the process by which sounds, syllables, and words are formed when your tongue, jaw, teeth, lips, and palate alter the air stream coming from vocal folds”. Poor articulation is a result of changing the sounds due to omitting, substituting and distorting the words.

Joining or blending the two nearby words together. For example: Actual Word Distorted word Gonna• Going to • Woulda• Would have • Coulda• Could have • Finely• Finally • Probly• Probably • Gimmi• Give me •

1. **Pause** Speaking should also go together with pause. While speaking with a pace, small temporary halt is important; we should not go on speaking without giving a pause. It is vital to pause at the right moment because if the pause is used in a wrong way, or at a wrong place it can create many problems. A pause can be highly effective in gaining the audience attention as it will make the content clear and easy to understand to the listener. But too many and frequently used long pauses can ruin the speech and divert the attention of audience and give the listener the chance of day dreaming. It is thus very essential for a speaker to observe his/her speeches vigilantly.
2. **Pace of Speaking** Pace or speed of speaking refers to the rate at which a person speaks. This is the essential factor in understanding the reliability of the message and of the communicator. If a person speaks too slowly the audience will lose the interest and the value of speaker will decrease. Speaking too fast also lower the credibility as many times in this situation the words are overlapped and the meaning is lost. Words used while communication show the different feelings, but are not able to communicate the exact meaning without the support of the non verbal element. Thus speaking speed here plays the crucial role.
3. **Non fluency or Dysfluency** Communication is not always a constant series of momentous words, there are breaks in between the fluent speech, and we call it as dysfluency. A person if says “all is fine” but at the same time stammers and seems afraid and nervous, it will reveal the truth that all is not fine. **Silence**: The dysfluency of silence have both negative and positive effect on communication. It provides a connection between messages and also makes the environment of stress and peace. It can also be judgemental by being in favour or against; it may be used for the agreement or disagreement of proposal. During the conversation, one may use silence to aid the reader forecast that what the speaker is going to say now. The silence probably gives the answer better than the long explanations. It is even said that at times silence can communicate more than words. **Fillers**: Fillers are the words which creates hindrances between speech by various sounds like; Uh...Ahhh!, Mmmnnn!, Shhh..h, Hmmnnnn...! and many more.
4. **Word Stress** Word stress is of great significance in communication and for the correct transmission of message. By putting stress or importance on different words in a sentence while uttering them can change the whole meaning of the message. For instance, the following series of sentence is stressing at different word (which is underlined) each time it is pronounced: She writes excellent business mails.• She writes excellent business mails.• She writes excellent business mails.• She writes excellent business mails.• She writes excellent business mails.• Although the similar words are used in each sentence it depicts the different meaning by stressing on the underlined words. It is important for every speaker to know that how much important it is to put emphasis on the word in the sentence to convey its real meaning

YOU TUBE VIDEO

<https://youtu.be/ET8-tij7TUg>

PROXEMIC

* Proxemics is a theory of non-verbal communication that explains how people perceive and use space to achieve communication goals. Proxemics is the study of how humans communicate in different spaces.
* Proxemics includes how we interact in our personal territory, physical territory, and geographic territory.
* There are **four** different kinds of space in our personal territory: public, social, personal, and intimate.

Dr. Hall stresses that “how people are feeling toward each other at the time is a decisive factor in the distance used.” The four distance zones are as follows:

a. **Intimate distance** is that which is used for very confidential communications. This zone of distance is characterized by 0 to 2 feet of space between two individuals. An example of intimate distance is two people hugging, holding hands, or standing side-by-side. People in intimate distance share a unique level of comfort with one another. Those who are not comfortable with someone who approaches them in the intimate zone will experience a great deal of social discomfort or awkwardness.



**b. Personal distance** is used for talking with family and close friends. Although it gives a person a little more space than intimate distance, it is still very close in proximity to that of intimacy, and may involve touching. Personal distance can range from 2 to 4 feet. Like intimate distance, if a stranger approaches someone in the personal zone, he or she is likely to feel uncomfortable being in such close proximity with the stranger.



**c. Social distance** is used in business transactions, meeting new people and interacting with groups of people. Social distance has a large range in the distance that it can incorporate. From 4 to 12 feet, it is clear that social distance depends on the situation. Social distance may be used among students, co-workers, or acquaintances.  People may be very particular about the amount of social distance that is preferred. Some people may require much more physical distance than others. Many times, if a person comes too close to another individual, the individual is likely to back up and give himself the amount of space that he feels more comfortable.   


d. **Public distance** is measured at 12 or more feet between persons. Example, two men sit far apart on a park bench, in order to preserve their public distance.

You tube video

<https://www.youtube.com/watch?v=a-mZ7EDO_38>

**ARTIFACTICS**

**ARTIFACTICS**

Clothing is one of the most common forms of non-verbal communication. The study of clothing and other objects as a means of non-verbal communication is known as *artifactics* or *objectics*. The types of clothing that an individual wears conveys nonverbal cues about his or her personality, background and financial status, and how others will respond to them. An individual's clothing style can demonstrate their [culture](http://en.wikipedia.org/wiki/Culture), [mood](http://en.wikipedia.org/wiki/Mood_(psychology)), level of confidence, interests, age, authority, values/beliefs, and their sexual identity. For instance, Jewish men may wear yamakas to outwardly communicate their religious belief. Similarly, clothing can communicate what nationality a person or group is, for example, in traditional festivities Scottish men often wear kilts to specify their culture.

Aside from communicating a person’s beliefs and nationality, clothing can be used as a nonverbal cue to attract others. Men and women may shower themselves with accessories and high-end fashion in order to attract partners they are interested in. In this case, clothing is used as a form of self-expression in which people can flaunt their power, wealth, sex appeal, or creativity.A study of the clothing worn by women attending discothèques, carried out in [Vienna, Austria](http://en.wikipedia.org/wiki/Vienna,_Austria), showed that in certain groups of women (especially women who were without their partners), motivation for [sex](http://en.wikipedia.org/wiki/Sex) and levels of sexual [hormones](http://en.wikipedia.org/wiki/Hormones) were correlated with aspects of their clothing, especially the amount of skin displayed and the presence of sheer clothing.

**CHRONEMIC**

**4 CHRONEMIC**:

Chronemics refers to the study of how time affects communication. Time can be classified into several different categories; **including biological, personal, physical, and cultural time**. **Biological time** refers to the rhythms of living things. Humans follow a circadian rhythm, meaning that we are on a daily cycle that influences when we eat, sleep, and wake. When our natural rhythms are disturbed, by all-nighters, jet lag, or other scheduling abnormalities, our physical and mental health and our communication competence and personal relationships can suffer. Keep biological time in mind as you communicate with others. Remember that early morning conversations and speeches may require more preparation to get yourself awake enough to communicate well and a more patient or energetic delivery to accommodate others who may still be getting warmed up for their day.

**Personal time** refers to the ways in which individuals experience time. **The way we experience time varies based on our mood, our interest level, and other** factors. Think about how **quickly time passes when you are interested in and therefore engaged in something**. E.g I have taught fifty-minute classes that seemed to drag on forever and three-hour classes that zipped by. Individuals also vary based on whether or not they are **future or past oriented**. People with past-time orientations may want to reminisce about the past, reunite with old friends, and put considerable time into preserving memories and keepsakes in scrapbooks and photo albums. People with future-time orientations may spend the same amount of time making career and personal plans, writing out to-do lists, or researching future vacations, potential retirement spots, or what book they’re going to read next.

**Physical time** refers to the fixed cycles of days, years, and seasons**. Physical time, especially seasons, can affect our mood and psychological states.** Some people experience seasonal affective disorder that leads them to experience emotional distress and anxiety during the changes of seasons, primarily from warm and bright to dark and cold (summer to fall and winter).

**Cultural time** refers to how a large group of people view time. Polychronic people do not view time as a linear progression that needs to be divided into small units and scheduled in advance. Polychronic people keep more flexible schedules and may engage in several activities at once. Monochronic people tend to schedule their time more rigidly and do one thing at a time. A polychronic or monochronic orientation to time influences our social realities and how we interact with others.

Additionally**, the way we use time depends in some ways on our status**. For example, doctors can make their patients wait for extended periods of time, and executives and celebrities may run consistently behind schedule, making others wait for them. Promptness and the amount of time that is socially acceptable for lateness and waiting varies among individuals and contexts. Chronemics also covers the amount of time we spend talking. We’ve already learned that conversational turns and turn-taking patterns are influenced by social norms and help our conversations progress. We all know how annoying it can be when a person dominates a conversation or when we can’t get a person to contribute anything.

**HAPTICS/TACTILICS**

Humans do not only communicate through words and eyes, but also through the language of touch, something that they have learnt from the world of animals. Tactilics is the science of touch language. It includes touching self, others, and objects. Research shows two kinds of touch language:

1.) Body contact

2.) Touching with hands.

Body contact refers to touches that are accidental and unconscious and any part of the body may be involved in it.

Touching implies that the actions are the deliberate, conscious, and made primarily by hands.

A mother’s touch on the shoulders of her worried child can be a source of solace. A worried friend can find assurance when patted on the back by another friend.

Various kind of touch are:

1.) A pat on the shoulder (assurance/encouragement)

2.) Holding hands and arm (social gesture of goodwill/goodbye)

3.) Stroking hair or face/caressing (in a close relationship)