



Non - Verbal Communication

- Seema Murugan



Non -Verbal Communication : AN OVERVIEW

- **INTRODUCTION**
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- **TYPES OF NON - VERBAL MESSAGES**
- **BODY LANGUAGE**
- **INTERPRETING BODY LANGUAGE**
- **ARTIFACTUAL COMMUNICATION AND COLOR**
- **SPACE AND DISTANCE / PROXEMICS**
- **GENDER , DIVERSITY AND TECHNOLOGY**
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- ***VIEW NEXT PPT. ON BODY SPORT***



NON-VERBAL COMMUNICATION : INTRODUCTION (1 of 4)

- ◆ **Non -Verbal Communication** is the message or response not expressed or sent in words - hints , suggestions , indications.
- ◆ Actions speak louder than words.
- ◆ “What you are speaks so loudly that I cannot hear what you say” - Ralph Waldo Emerson
- ◆ There is a distinction between the meanings we ‘give’ in words and the meanings we ‘give – off ’ in NV signals.



NON-VERBAL COMMUNICATION : INTRODUCTION (2 of 4)

- ◆ Non - Verbal signals are unconscious parts of our behavior which is a deeply rooted part in our entire makeup.
- ◆ In fact, it is the most basic part of our personality.
- ◆ Behavior has no opposite, i.e. there is no such thing as non-behavior.



NON-VERBAL COMMUNICATION : INTRODUCTION (3 of 4)

Christopher Turk puts it very simply :

“... one cannot not behave. Now, if it is accepted that all behavior in an interactional situation has message value, i.e., is communication, it follows that no matter how one may try, one cannot not communicate. Activity or inactivity, words or silence, all have message value: they influence others and these others, in turn, cannot not respond to these communications.”



NON-VERBAL COMMUNICATION : INTRODUCTION (4 of 4)

- ◆ NVC is the unspoken communication that goes on in every Face-to-Face encounter with another human being.
- ◆ It is recognized as the route to discover what the other side wants, without them ever saying it, like a secret way into their soul.
- ◆ NVC stands for the innermost, instinctual form of human communication.



IMPORTANCE OF NON-VERBAL COMMUNICATION

- ◆ Communication researcher Mehrabian found that only 7% of a message's effect are carried by words ; listeners receive the other 93% through non - verbal means.
- ◆ Birdwhistell suggested that spoken words account for not more than 30-35% of all our social interactions.
- ◆ Over 65 percent of the social meaning of the messages we send to others are communicated non-verbally.



TYPES OF NON-VERBAL MESSAGES

- A. Body Language or Kinesics
- B. Clothing or Artifactual Communication
- C. Voice or Paralanguage
- D. Space and Distance, or Proxemic factors
- E. Color
- F. Time, or Chronemics ; and
- G. Touch, or Haptics



A. Body Language

“The bodily gestures, postures, and facial expressions by which a person communicates nonverbally with others”

- (Soukhanov 1992:211).

KINESICS :

- ◆ POSTURE
- ◆ GESTURE
- ◆ FACIAL EXPRESSIONS
- ◆ GAZE / EYE CONTACT



A. Body Language

“ Body language and kinesics are based on the behavioral patterns of nonverbal communication, but kinesics is still so new as a science that its authorities can be counted on the fingers of one hand ”

- (Fast 1970:9).

A. Basic Types of Body Language postures

1. OPEN / CLOSED

People with arms folded and legs crossed and bodies turned away are signaling that they are rejecting messages. People showing open hands, fully facing you and both feet planted on the ground are accepting them.

2. FORWARD/ BACK

When people are leaning forward and pointing towards you they are actively accepting or rejecting the message. When they are leaning back, looking up at the ceiling, doodling on a pad, cleaning their glasses they are either passively absorbing or ignoring it.

A. Body Language

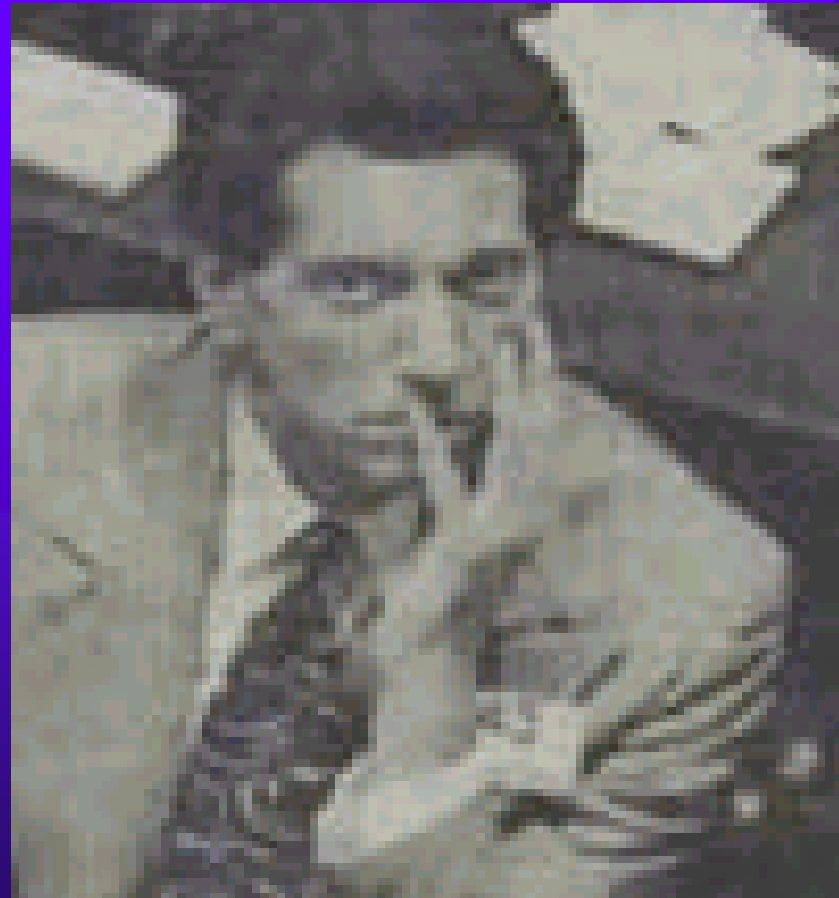


1. Facial expression(s)
2. Eyes
3. Lips
4. Arms
5. Hands
6. Fingers

A1.1 The Face

- ◆ The face is an important source of information.
- ◆ Since the face cannot be easily hidden, it is an important source of nonverbal information and communicates a variety of emotions.
- ◆ In addition, eye contact, pupil size, and the smile provide additional cues to informed observers.

A1.1. Facial Expression(s)

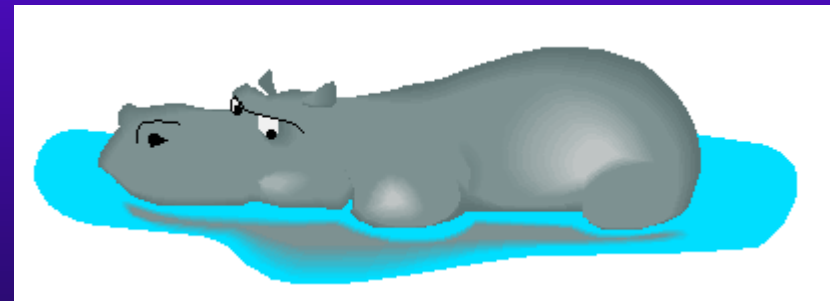
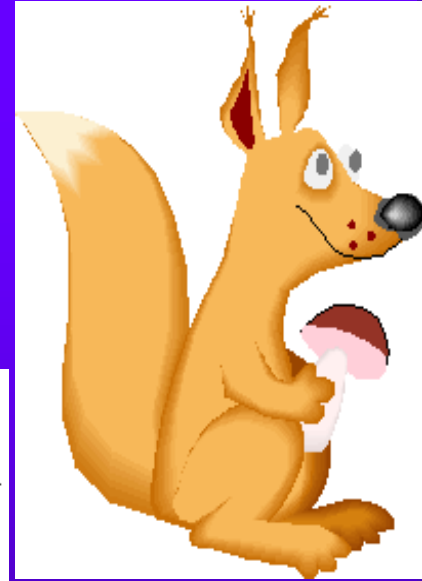
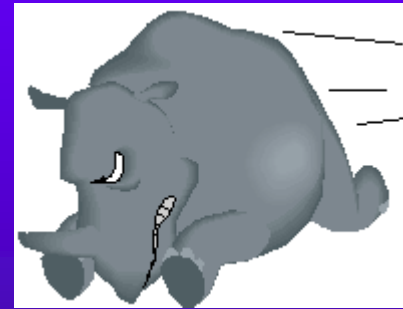


A1.2. Facial Expression(s)

Forehead	Wrinkles	Anger
Eyebrows	Outer edges up	Anger
Nose	Upward	Contempt

A1.3. Facial Expression(s)

- ◆ What is the impression you wish to convey?
- ◆ Do you smile at others?
- ◆ Always smiling, never smile, sometimes.



A2. Eyes



Centered	Focused
Gazing Up	Thinking
Gazing Down	Shame
Gaze on the Side	Guilty
Wandering	Disinterested, Bored

A3. Lips

Parted	Relaxed, Happy
Together	Possibly Concerned
Wide Open	Very Happy / Very Angry

A4. Arms

Arms Crossed

Angry, Disapproving

Open

Honest, Accepting

A5. Hands

On Top of the Head

Amazement

Scratching Head

Puzzled , Confused

Rubbing Eyes

Tired

Rubbing Chin
folded

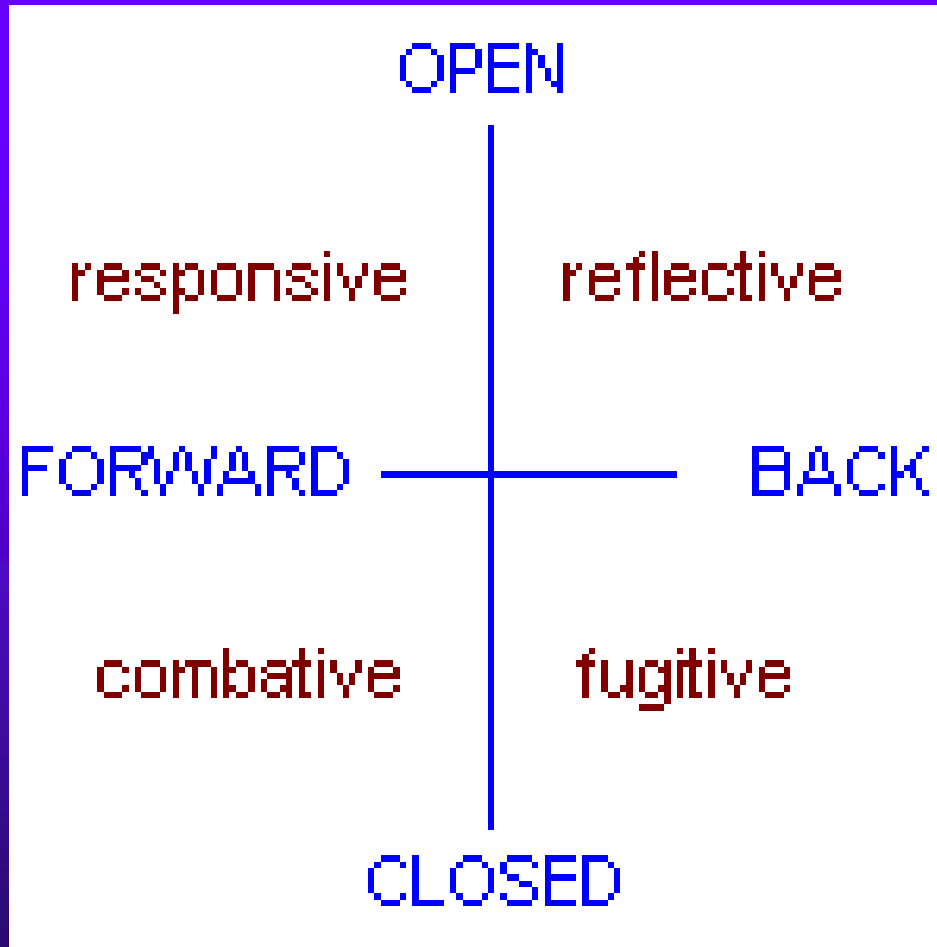
Thinking,
Timid, Shy

A6. Fingers



Fingers Interlocked	Tense
Pointing at you	Angry
OK Signal	Fine
V Sign	Peace

Interpreting Body Language



From *-Mind your Manners*

John Mole

1.1. Responsive

- ◆ ENGAGED leaning forward
- ◆ Open Body
- ◆ Open Arms
- ◆ Open Hands



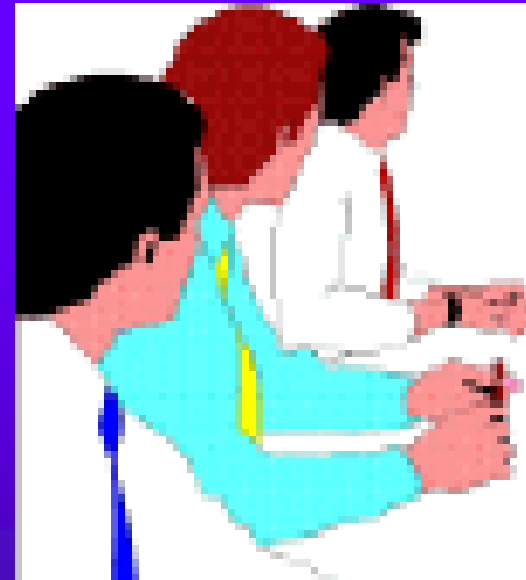
1.2. Responsive

- ◆ EAGER (sprint position)
- ◆ Open Legs
- ◆ Feet under Chair
- ◆ On Toes
- ◆ Leaning Forward



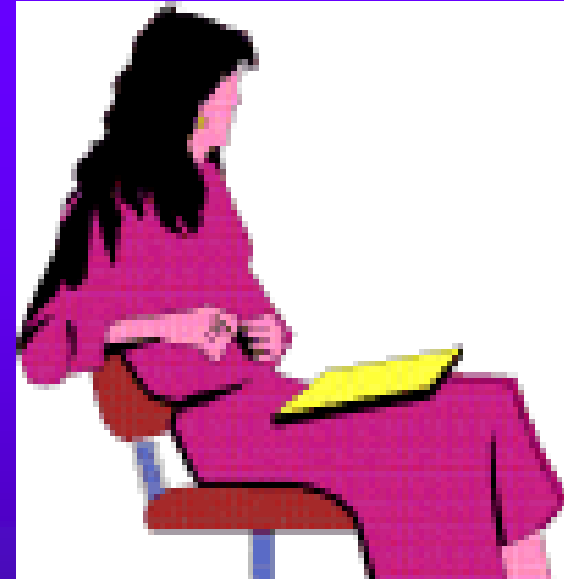
1.3. Responsive

- ◆ READY TO AGREE
closes papers
- ◆ Pen Down
- ◆ Hands Flat on Table



2.1. Reflective

- ◆ LISTENING with head tilted
- ◆ Lots of Eye Contact
- ◆ Nodding
- ◆ High Blink Rate



2.2. Reflective

- ◆ EVALUATING :
sucking glasses /
pencil
- ◆ Stroking Chin
- ◆ Looking Up and Right
- ◆ Legs crossed in 4 pos.
- ◆ Ankle on Knee



2.3. Reflective

- ◆ ATTENTIVE
(standing)
- ◆ Arms behind Back
- ◆ Smile
- ◆ Open Feet



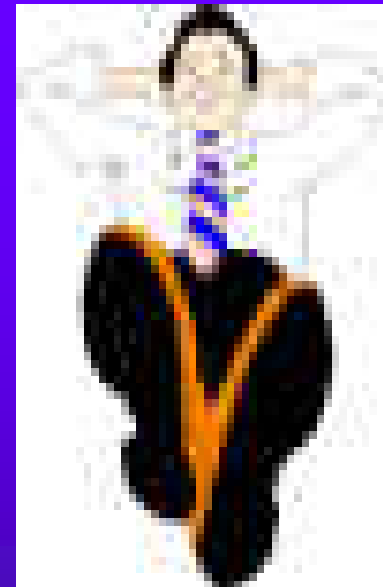
3.1. Fugitive

- ◆ BORED staring into space
- ◆ Slumped Posture
- ◆ Doodling
- ◆ Foot Tapping



3.2. Fugitive

- ◆ LET ME GO feet towards door
- ◆ Looking Around
- ◆ Buttoning Jacket



3.3. Fugitive

- ◆ REJECTION
sitting/moving back
- ◆ Arms Folded
- ◆ Legs Crossed in 11 pos.
- ◆ Thigh on Knee
- ◆ Head Down
- ◆ Frown



4.1. Combative

- ◆ LET ME SPEAK
finger tapping
- ◆ Foot Tapping
- ◆ Staring



4.2. Combative

- ◆ AGGRESSIVE
leaning forwards
- ◆ Finger Pointing
- ◆ Fists Clenched



4.3. Combative

- ◆ DEFIANT (standing)
- ◆ Hands on Hips
- ◆ Frown





B. Artifactual Communication and Color

- ◆ Artifactual communication, is an integral part of the nonverbal package.
- ◆ It includes the use of personal adornments such as clothing, jewellery, makeup, hairstyles, and beards.
- ◆ People are apt to make inferences about us based on the way we dress.

D. Space and Distance, or Proxemic factors

- ◆ Proxemic cues, including the treatment of space and territory influence interaction and help define the communication experience.
- ◆ Edward Hall says there are four different distances that we keep between ourselves and other people:
 - intimate distance-0 to 18 inches;
 - personal distance-18 inches to 4 feet;
 - social distance-4 to 12 feet; and
 - public distance-12 feet to the limit of sight.

D. Space and Distance, or Proxemic factors

- ◆ Researchers divide environmental spaces into three categories: informal, semifixed-feature, and fixed-feature based on the perceived permanence of the physical space.
- ◆ Territoriality is an important concept in communication : typically, human beings stake out space or territory.
- ◆ Territoriality describes the need to demonstrate a possessive or ownership relationship to space. Markers are used to reserve space and set boundaries that help identify the space as belonging to someone.

Gender, Diversity, and Technology

- The use of nonverbal cues is affected by variables such as gender, culture, and technology.
- The ways men and women use nonverbal cues reflects societal practices.
- To a large degree, people modify their use of nonverbal cues depending on the culture they belong to or identify with.
- Nonverbal communication is also affected by whether communication is occurring on- or off- line.



Tips to improve Non-Verbal Communication

- ◆ Positive NV behavior improves your non-verbal communication effectiveness.
- ◆ You can improve your effectiveness as a non-verbal communicator by observing and analyzing both the physical environment of interactions and the body language, appearance, gestures, vocal cues, eye contact, and touching behavior of the participants.
- ◆ Inculcate positive Body Sport.

References on Non -Verbal Communication

- Gamble and Gamble's Communication Works – TMH
- Turk's Effective Speaking – Spon Press/ Foundation Books
- The Internet

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THANK YOU