

PRESENTATION



PRESENTATION OF



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Nonverbal communication



EASE



HAPPY OR
AMUSED



LAUGHTER



ANGER



HATE



AGGRESSIVE



SAD



BORED



MILD

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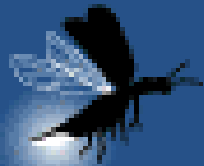


definition

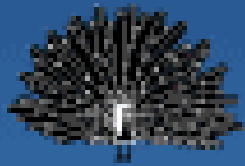
- ❑ Non-verbal communication means all communication that involves neither written nor spoken words but occur without use of words.
- ❑ The process of intentionally or unintentionally signaling meaning through behavior other than words.
- ❑ Action, facial expression, space, use of time, touch, tone of voice, silence, layout or design of surrounding.
- ❑ Animal use nonverbal communication with great effect. For eg: bees communicate through dance similarly ant communicate with touch.



Examples of Animal Communication



Fireflies glow to attract mates.

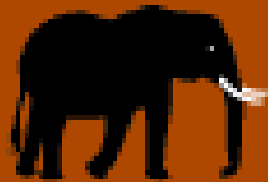


Peacocks use their elaborate tails during courting rituals.



Cobras inflate their hood to scare other creatures.

Visual



Elephants use their trunks to talk to other herds over long distances.



Male whales use their song to communicate with females.



Wolves howl to call to other wolves in the pack.

Auditory



Dogs lick their pups to bond, clean and stimulate their development.



Baboons use touch to show affection and groom each other.



Horses kick other horses to establish dominance.

Tactile



Cats rub against objects to mark them with their scent.



Ants use pheromone trails to follow each other.



Skunks use their signature smell to deter predators.

Chemical

cont...

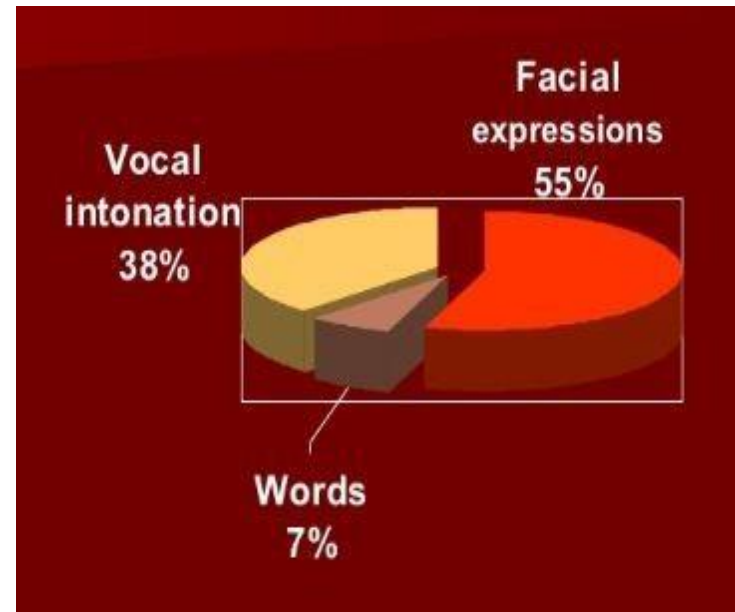


- Nonverbal communication are instinctive, natural and spontaneous.
- Some of them are cultural specific like Namaste, handshake, salute, etc. and some are universal like smile.
- Simply, it is behavior other than written or spoken language that creates meaning for someone.



Importance of nonverbal communication

□ As much as 93% of communication is non-verbal with 55% sent through facial expression, posture and gestures and 38% through tone of voice.



- Use of non-verbal communication can create a whole new meaning to a message .
- Non-verbal communication is more trustworthy. It is harder to fake.

- It helps to give non-verbal feedback while verbal communication is going on..

- Non Verbal Communication creates stronger relational bond than verbal.

- It acts as a helpful aid with verbal communication when listener is not aware of oral language.



- You can communicate something which you don't want others to hear or listen to.
- Non-verbal communication makes conversation short and brief.
- Accurately read other people, including the emotions they're feeling and the unspoken messages they're sending.



Types of nonverbal communication



1. Kinesics

- It is the study of body's physical movement.
- It include personal appearance, facial expression, eye contact, posture, gesture, body movement.
- It comprises all the movement made by using different part of our body. Watzlawick indicates : "You cannot not communicate."
- Eg: nodding our head, blinking our eyes, waving our hands, shrugging our shoulders.

Face and eyes: Eyes don't lie. Face quickly express the reaction of happiness, surprise, fear, anger, sadness, etc.

Gesture: It may not be innate, however some are genetic; where as some are learnt and few are related to culture

Body shape and posture: Affects how we think about our self how we relate to other and how other relate to us

Appearance: How we look in totality.

2. Proxemics :

- Non-verbal communication includes not only body language but also space, time, physical environment around us.
- Proxemics is the study of how we communicate with the space around us.
- It is the art of space arrangement.
- It is a study of how we arrange space and what we arrange in it.

Intimate space :

- It is extend from personal touch to one and half feet.

- Eg: Family members, spouse, close friends...

Personal

- 18 inches to 4 feet.

- Eg: colleagues, peers, relatives...

Social space:

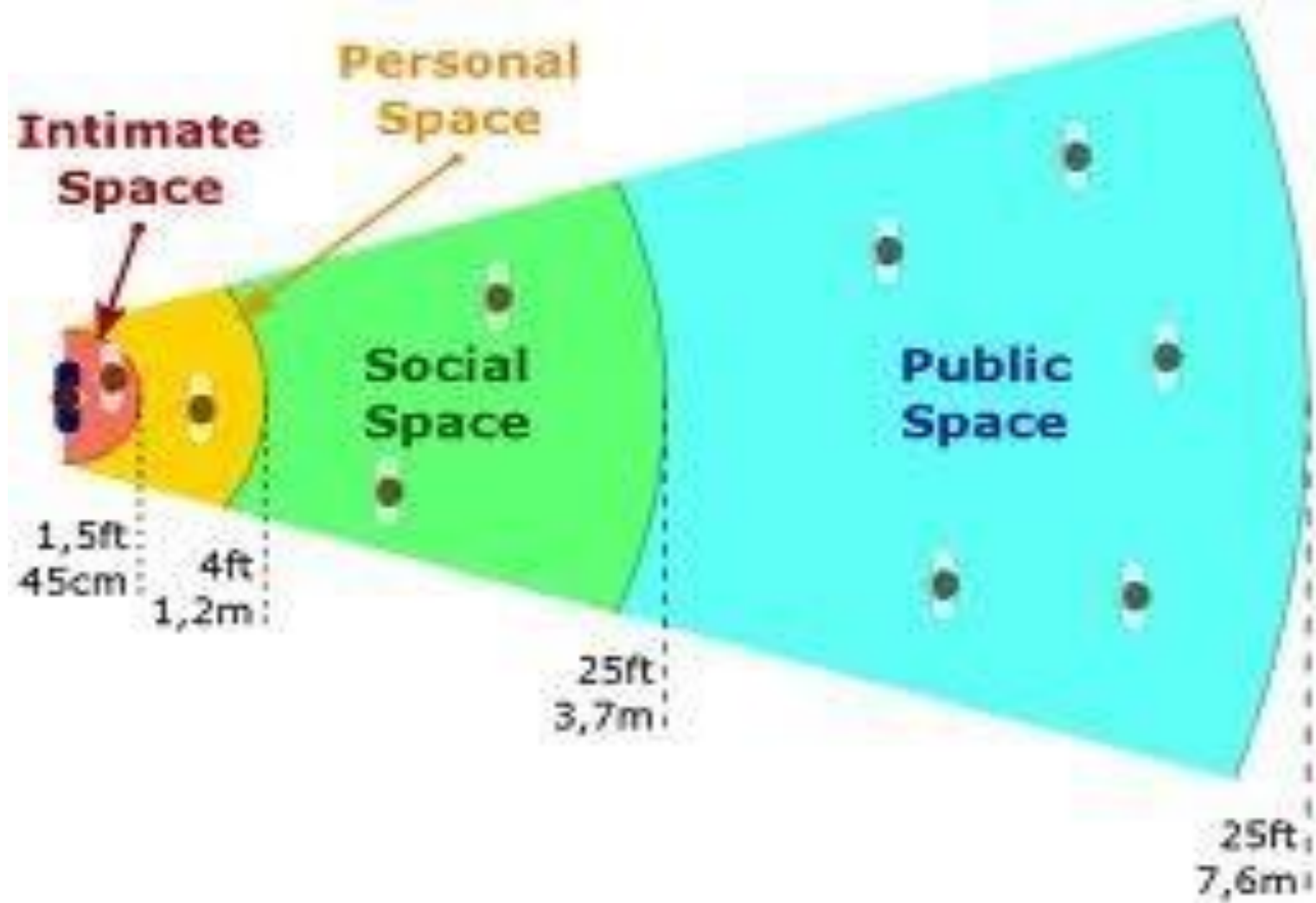
- 4 to 12 feet

- Eg: official space, business environment...

Public space:

- 12 feet to range of hearing and seeing.

- Eg: formal or things insignificant for you...



3. Chronemics:

- The study of meanings, usage and communication of time.

- The way we value the time says who you are and what you are.
- Respect for others time is the mark of professional etiquette manner.
- Time and motion techniques are part of today's business heritage.



4. Paralinguistic

- The way in which we say the word.
- Para means 'like'. Like language
- It tells about the gender, background, education.
- It involve voice quality, volume, pace, pitch, pronunciation and pause.
- For effective communication proficient in using suitable words and body language is not enough but also be competent to manipulate the voice properly.
- It refers to those nonverbal characteristics associated with the production of words through speech.



5. Physical context

- ▮ Setting can influence the content and quality of interaction.
- ▮ Our surrounding speaks louder than words.
- ▮ Setting, color, layout, design shapes the meaning of our spoken words.
- ▮ While communicating our surrounding influence most.
- ▮ Layout or design convey very important message who you are and what you are.
- ▮ Colors are very powerful indicators of our moods, behavior and personality.

Color Influences Communication



In some cultures
white suggests
purity



Signs: What They Mean



- Shh! Be Quiet!



- Whoa! Back off!
- That's not for me.



- Everything is OK.

Signs: What They Mean



- Ok!
- Good job!

- One moment please.



- I can't hear you.

Signs: What They Mean



- Let me help you.



- Lalala, I can't hear you.



- Eureka! I've got it!

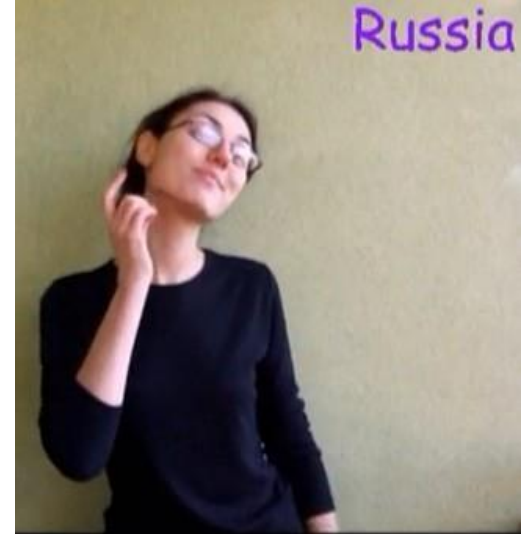
We have misconception regarding non-verbal communication. We think that gestures help understand each other. But sometimes they may lead to misunderstanding. The same thoughts can be expressed in different ways like:

Let's have a drink!

Poland



Russia



Turkey



I promise not to
tell anyone!

Italy



Poland



Salute!

Poland



USA



I.

Poland



Japan



conclusion

1. While communicating: Make appropriate eye contact.
Tone down the facial expression. Make the right impression with your body movement.
2. Non-verbal communication is an important part of human interaction. Our body language produces emotional leakages and allows other people to read us.
3. As you continue to pay attention to the non-verbal cues and signals you send and receive, your ability to communicate will improve.
4. Sometimes it may create misunderstanding so be careful.

Reference:-



Google, Wikipedia, Slide share, YouTube,
AND

Business communication by:
Lesikar and Pettit