

## Unit 2

### Types of Nonverbal Communication

*“Actions speak louder than words”*

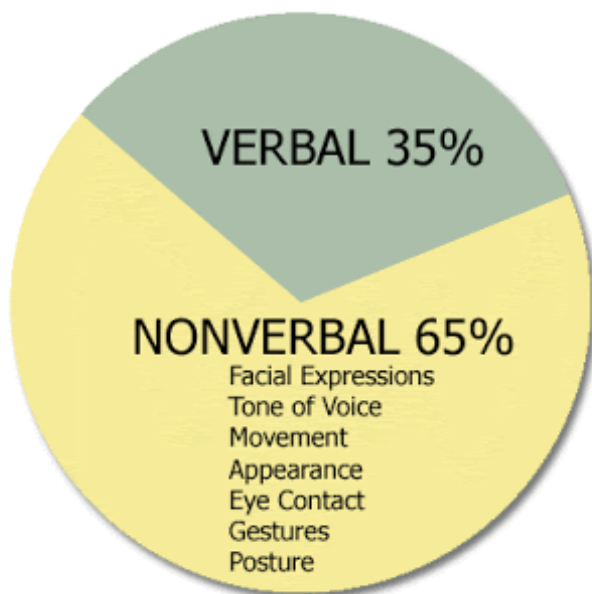
#### Nonverbal communication definition:

Any communication that doesn't require any oral words or written messages, but is represented by signs and symbols or through gestures, facial expressions, tone of voice, eye contact, body language, posture, and other several ways when people can communicate without using language, is called nonverbal communication.

Nonverbal communication skills are to use these above features naturally to create a positive impression.

#### Purpose:

- To create positive impressions
- To build confidence
- To convey through proper expressions
- It provides strength and force to one's communication
- Adds beauty to conversation



### 6 Types of Nonverbal Communication

#### 1. Kinesics

The word kinesics comes from the root word *kinesis*, which means “movement,” and refers to the study of hand, arm, head, body, and face movements. Specifically, the use of gestures, and posture, eye contact, and facial expressions as nonverbal communication.

## Facial expressions

Facial expressions are responsible for a huge proportion of nonverbal communication



## Gestures

There are three main types of gestures: adaptors, emblems, and illustrators (Andersen, 1999).

**Adaptors** are touching behaviours and movements. Common self-touching behaviours like scratching, twirling hair, or fidgeting with fingers or hands, many of us subconsciously click pens, shake our legs gravitate toward metallic objects like paper weights, clips or staples, keys, coins, chalk etc.

**Emblems** are gestures that have a specific agreed-on meaning through the use of fingers. Such as thumbs up or down, victory signs, or making apostrophe's with fingers to specify any objects.

**Illustrators** are common gestures which comes naturally when we speak. These are involuntary expressions that can be seen while people are talking on phone or watching movies, even when people are alone.



## Postures

There are four general human postures: standing, sitting, squatting, and lying down. Most of our communication occurs while we are standing or sitting.

**Positive Standing Posture** involves straight posture, head held high for confidence,

- One should stand straight, with head high, shoulders straight.

**Negative Standing Posture** is to put hands in pockets while standing, scratching while talking,

- Standing posture involves not putting our hands on our hips (and is a nonverbal cue to make us relaxed or to look bigger and to show assertiveness).
- Should not lean on wall or podium while speaking.

**Correct Sitting posture** involves sitting straight with legs together or a little apart,

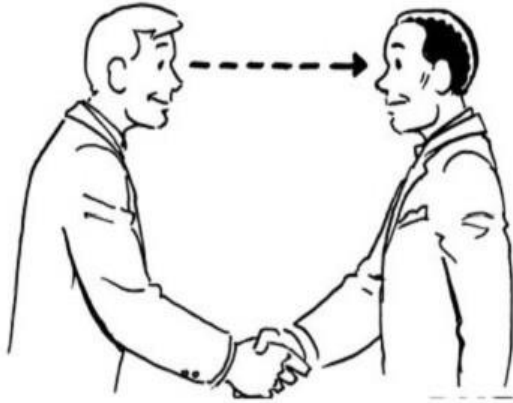
- One should sit straight, leaning forward to show interest and attentiveness.

## Incorrect Sitting Posture

- leaning back shows informality and indifference,
- straddling a chair is a sign of dominance
- Sitting with arm-crossing, and leg-crossing is not considered polite in professional setup.

## **Eye contact:**

Eye contact is a type of body language that is extremely important during communication and conversation. Eyes and body language speak even more than words. Keeping eye contact with the person you are talking to **shows that you are actively listening and paying attention.**



Good eye contact shows:

**Respect** : it is a way to show and earn respect.

From talking to your boss on the job or thanking your colleague for helping in work, eye contact shows the other person that you feel equal in importance.

**Honesty and truthfulness**: Eyes reflect our sincerity, warmth, and honesty.

**Understanding**: it shows understanding and connects with other people 's thoughts.

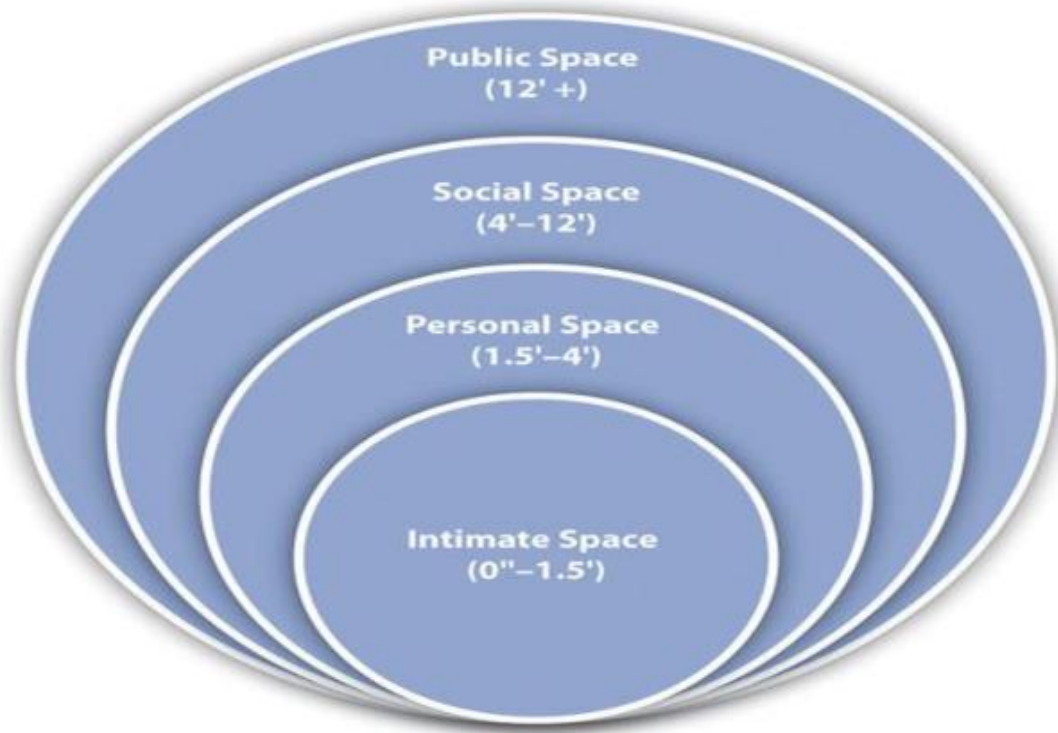
**Confidence**: eye contact actually evokes presence and projects confidence, self-esteem, and assertiveness while speaking.

**Active listening**: it shows concentration, interest in talks and listening actively.

## 2. Proxemics

Proxemics is the study of space and how we use it, how it makes us feel more or less comfortable, how humans use space or maintain distance in communication or how we arrange objects and ourselves in relation to space.

**Figure 4.1 proxemics Zones of Personal Space**



**These include:**

- Intimate distance (0-2 ft.)
- Personal distance (2-4ft.)
- Social distance (4-12 ft.)
- Public distance (>12 ft.)

**Intimate distance** is that which is used for very confidential communications. It is used for talking with family and close friends, it is still very close in proximity to that of intimacy. This zone of distance is characterized by 0 to 2 feet of space between two individuals. An example of intimate distance is two people are standing side-by-side. People in intimate distance share a unique level of comfort with one another or otherwise it gives experience of social discomfort or awkwardness.

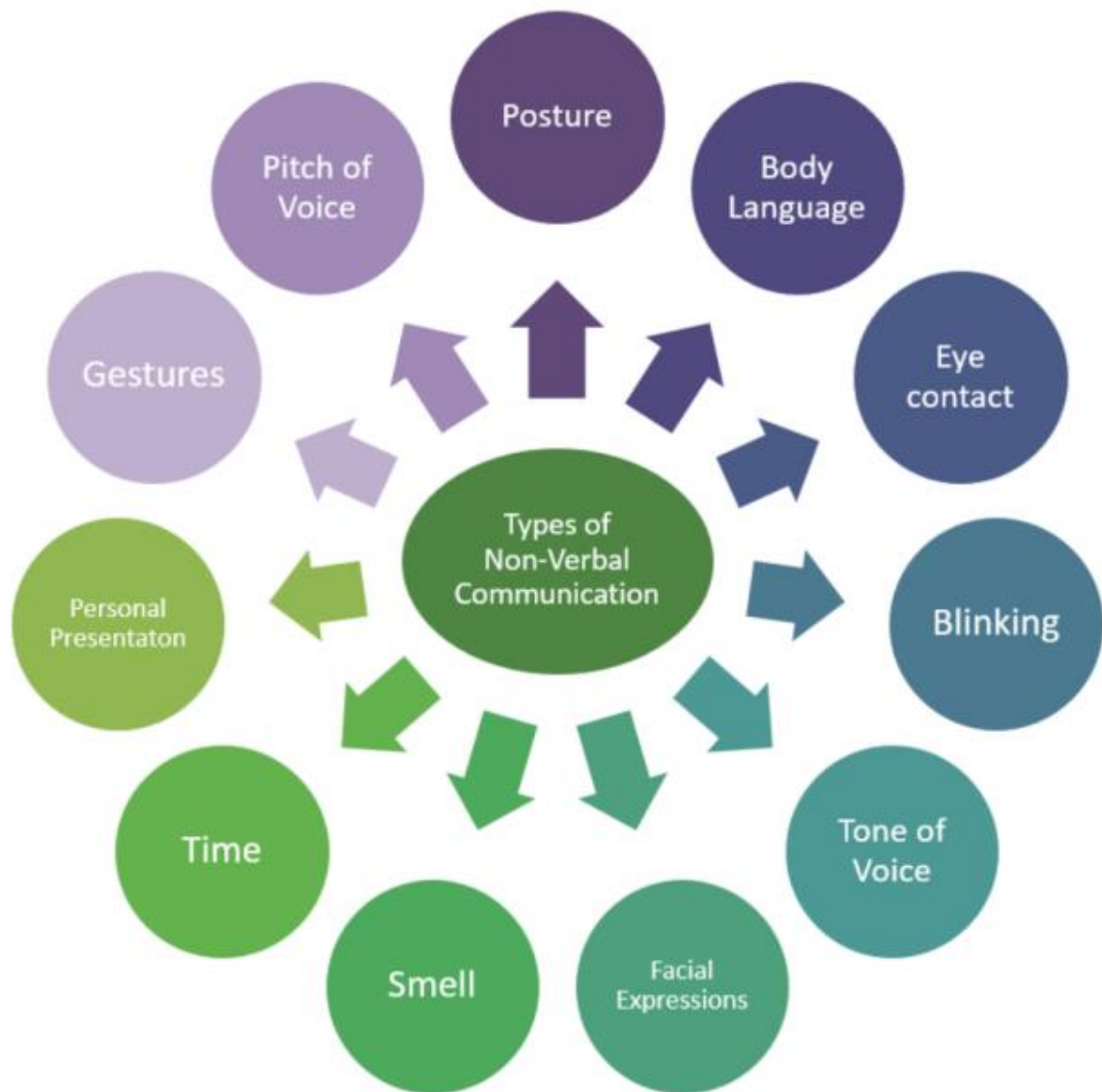


**Personal distance.** Personal distance can range from 2 to 4 feet. It is used for offices and close and confidential meetings or discussions inside a office, chamber or a room.

**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 ranks, position and situation. Social distance may be used among students, co-workers, officers or acquaintances. (dealers, costumers, etc)



**Public distance** is measured at 12 or more feet between persons. It is for mass communication where the communication is impersonal and non-conditional. Used for public speeches, advertisements or lectures.



## Haptics

Haptics in nonverbal communication refers to communicate through a sense of touch. Touch is the most sophisticated and intimate of the five senses. Touch or haptics, comes from the ancient Greek word haptikos means ‘touching behaviour’

Haptics is a component in interpersonal relationships and vital in conveying physical intimacy. There are many kinds of touch, like the positive touch, negative touch, playful touch, serious touch, control touch, etc

## **THE CORRECT WAY of Hand Shake**

The proper way for a man to greet another man: Firm hand shake and sincere greeting. "It's a pleasure to meet you," or a simple "How do you do" . With a lady do not take a lead, your grip should be soft, but don't break any bones.

### *Confident Shake*

The hand shake should be firm. This is described as a firm hold with two shakes and eye contact.

### *Submissive handshake*

The submissive handshake happens **when your palm is facing up and is below the palm of the other person**. This is called "palm up thrust". This makes you look submissive. Don't let the other person get an upper hand at the handshake.

### *The use of two hands shows dominance*

The use of two hands with strangers is seen as intrusive, and too personal. In fact, a two-handed shake is called the "politician's shake," because it appears artificially friendly when used on people you barely know.

### *Ending a Handshake*

End the handshake after 3-4 seconds or 2-3 pumps