

# NON-VERBAL COMMUNICATION



# NON-VERBAL COMMUNICATION

The study of non-verbal communication examines how messages are communicated through physical behavior, vocal cues and spatial relationships.



## The total impact of a message breaks down like this:

- ❑ 7 percent verbal (words)



- ❑ 38 percent vocal (volume, pitch, rhythm, etc)



- ❑ 55 percent body movements  
(mostly facial expressions)

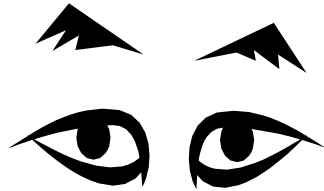


# **NON-VERBAL COMMUNICATION IN ORGANIZATION**

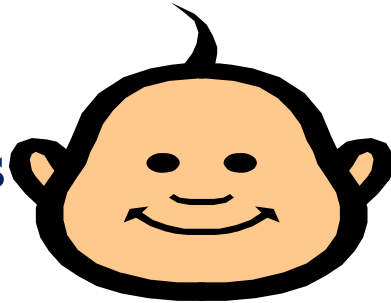
- ☐ Environment
- ☐ Body placement
- ☐ Posture
- ☐ Gestures
- ☐ Facial expressions and movement
- ☐ Clothing, dress, appearance

## Major areas of nonverbal behaviors are:

☐ Eye contact



☐ Facial expressions



☐ Gestures



❑ Posture and body orientation



❑ Proximity

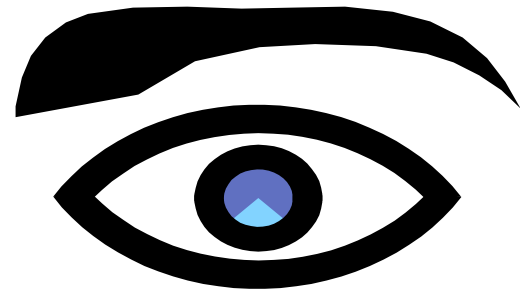


❑ Para linguistics



# EYE CONTACT

- ❑ The eyes can give clues to a person's thoughts.
- ❑ When someone is excited, his pupils dilate to four times the normal size.
- ❑ An angry or negative mood causes the pupils to contract.

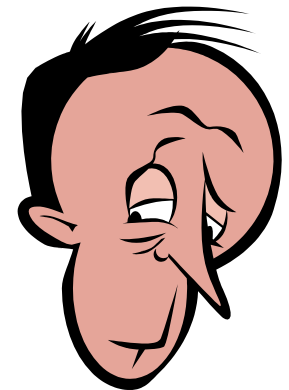
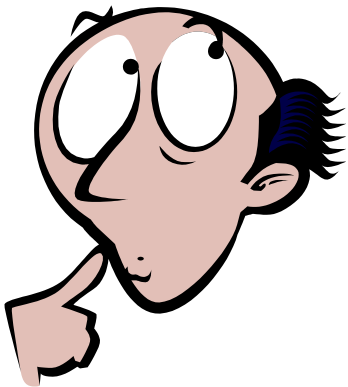
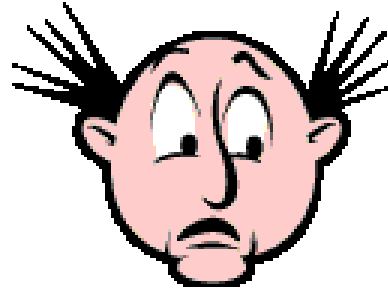


# EYE CONTACT

- ❑ **Direct eye-contact** conveys interest, warmth, credibility and concern.
- ❑ **Shifty eyes** suggest dishonesty.
- ❑ **Downward gaze** may be a sign of submissiveness or inferiority



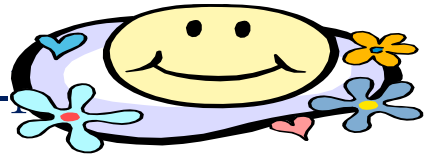
# FACIAL EXPRESSIONS



# **FACIAL EXPRESSIONS**

- ❑ There are six categories of facial expressions:
  - Happiness
  - Sadness
  - Anger
  - Disgust
  - Surprise
  - Fear

- ❑ Happiness- “Whoever is happy will make others happy too.”



- ❑ Sadness- “Sadness dulls the heart more than the grossest sin.”



- ❑ Anger- “Anger is one letter short of danger”



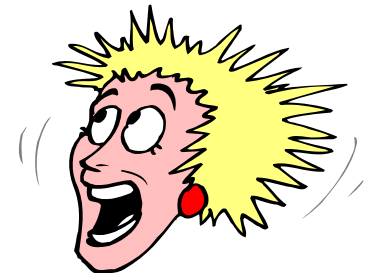
- ❑ Disgust- A disgusting expression on the face is considered negative and should be avoided in formal gatherings.



- ❑ Surprise- The eye-brows and the eyes are most affected in an expression of surprise.



- ❑ Fear- There is nothing to fear, but fear itself.



# GESTURES

- ❑ Gestures communicate as effectively as words, sometimes even better.
- ❑ Gestures support the verbal communication.
- ❑ They sometimes detract from what you say.



There are some **negative gestures** which should be avoided:

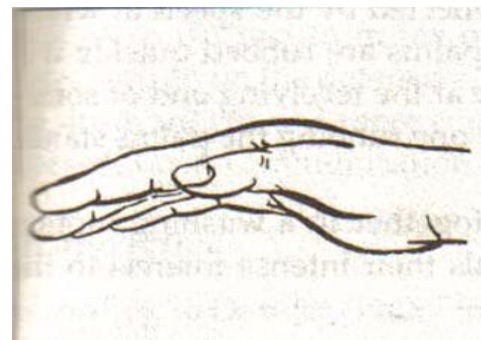
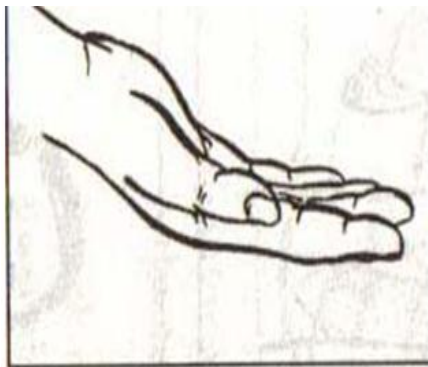
- ❑ **Pointing at people**- It is perceived as accusatory.
- ❑ **Fiddling with your items**-It gives the impression that you are nervous.
- ❑ **Dragging the feet**-It implies lethargy.
- ❑ **Head Down**- It suggests timidity.
- ❑ **Drooping shoulders**- It implies weariness and lethargy.

- ❑ **Weak handshake**-It implies meek and ineffectual personality.
- ❑ **Shifty eyes**- It suggests nervousness.
- ❑ **Arms crossed on the chest**- It is a defensive gesture.
- ❑ **Hands in pockets**- Shows disrespect, and that you have something to hide.
- ❑ **Covering your mouth**- It suggests you are lying.
- ❑ **Shaking feet or legs**- It shows indifference and disinterest.

## **AVOID THESE HAND GESTURES**



## **USE THESE HAND GESTURES**



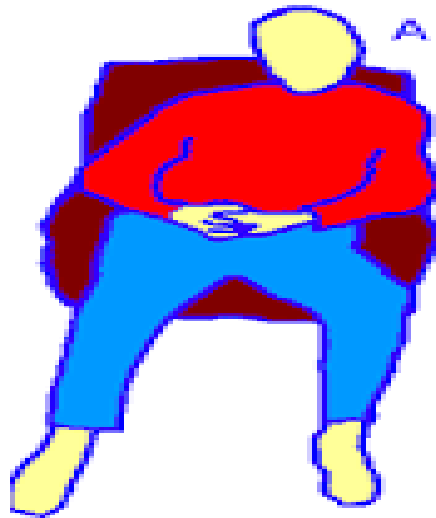
# POSTURE

- ❑ Body posture can be open or closed.
- ❑ Interested people pay attention and **lean forward**.
- ❑ **Leaning backwards** demonstrates aloofness or rejection.
- ❑ A head held straight up signals a neutral attitude.
- ❑ A head down is negative and judgmental.
- ❑ A head tilted to the side indicates interest.



## **Some Negative Postures should be avoided:**

- ❑ Rigid Body Posture-Anxious/ Uptight**
- ❑ Hunched Shoulders –Lacks interest/ Feeling inferior**
- ❑ Crossed Arms-Protecting the body/ Negative Thoughts**



## **TEST YOURSELF:**

- ☐ **When communicating with others, I pay attention to non-verbal signals - body language, facial expressions and gestures.**
  - a. Always or Nearly Always
  - b. Often
  - c. Some-times
  - d. Rarely Never or Hardly Ever

# TEST YOURSELF:

☐ I nod my head and use other gestures and facial expressions to show that I'm interested in what is being said.

- Always or Nearly Always
- Often
- Some-times
- Rarely Never or Hardly Ever

# TEST YOURSELF:

❑ I offer verbal signals while listening, things like, ‘Go on... ’ or ‘Uh huh’ to encourage the speaker to continue.

- Always or Nearly Always
- Often
- Some-times
- Rarely Never or Hardly Ever