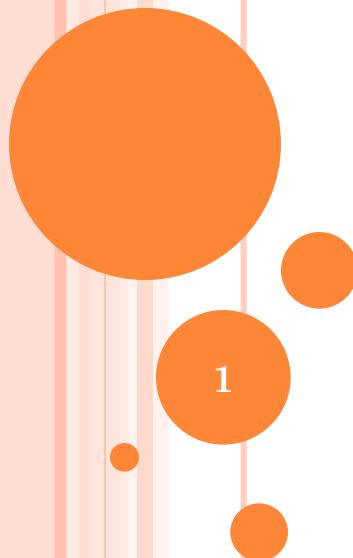


# NON-VERBAL COMMUNICATION



# **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)

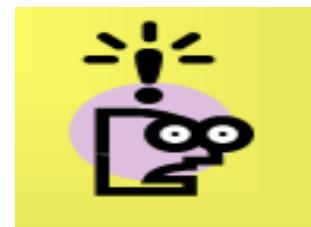


- 38 percent vocal (volume, pitch, rhythm, etc)



- 55 percent body movements

(mostly facial expressions)

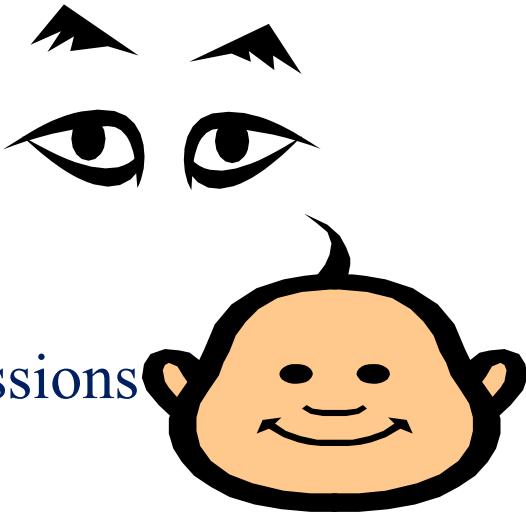


# **NON-VERBAL COMMUNICATION IN ORGANIZATION**

- 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

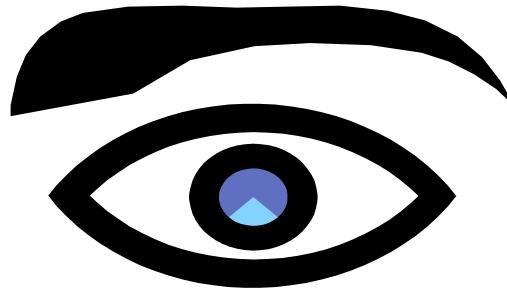


- Para linguistics



# 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

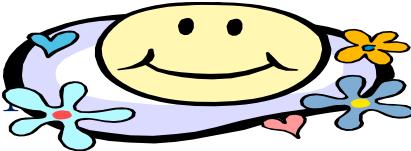


# **FACIAL EXPRESSIONS**

- 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.

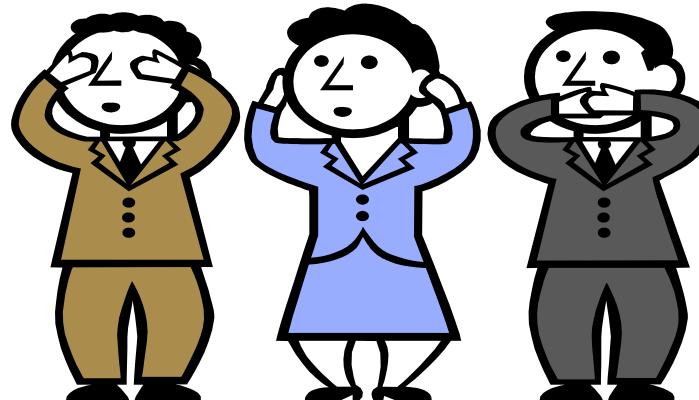


- Fear- There is nothing to fear, but fear itself.



# **GESTURES**

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

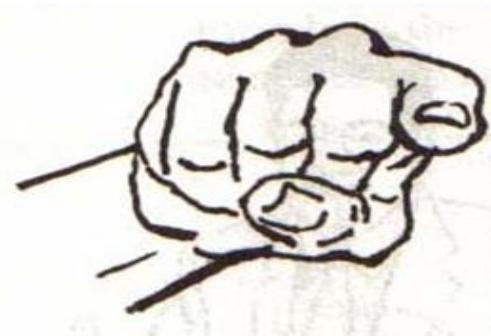


There are some **negative gestures** which should be avoided:

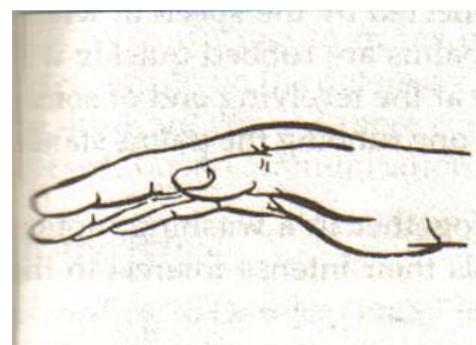
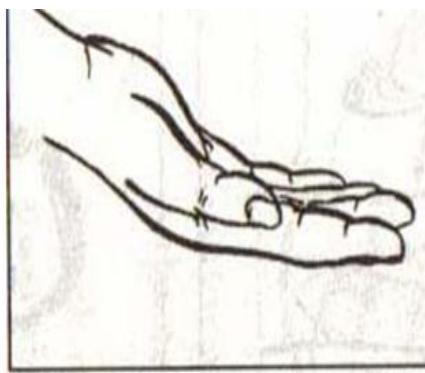
- **Pointing at people**- It is perceived as accusatory.
- **Fiddling with your items**-It gives the impression that you are nervous.
- **Dragging the feet**-It implies lethargy.
- **Head Down**- It suggests timidity.
- **Drooping shoulders**- It implies weariness and lethargy.

- **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



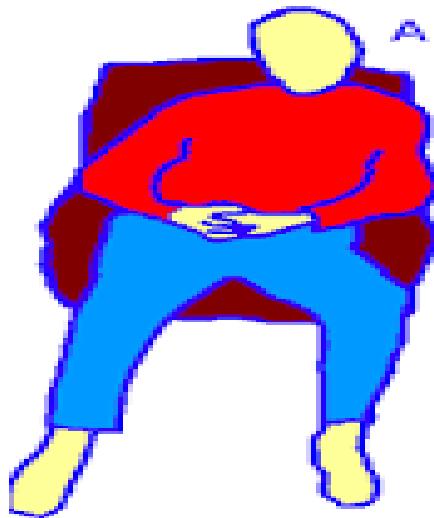
# POSTURE

- 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