



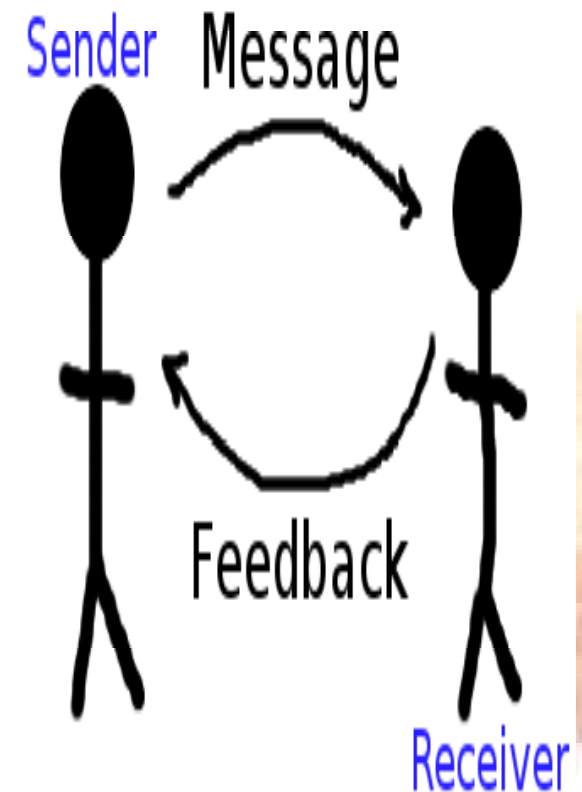
Non-Verbal Communication

**State Institute of Health & Family Welfare,
Jaipur**

Communication

A process of sending & receiving messages that enables humans to share knowledge , attitudes, and skills.

- Verbal
- Non-verbal



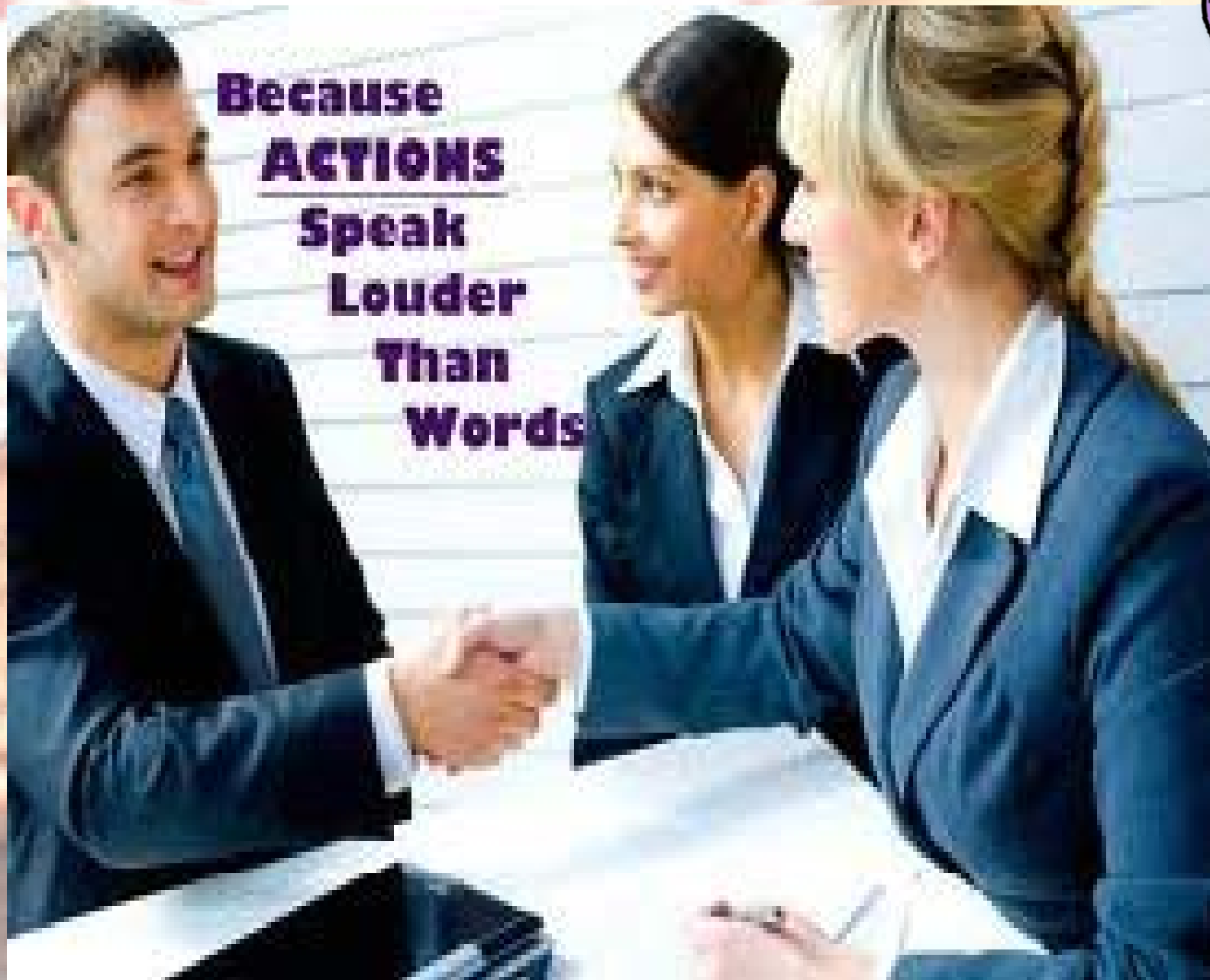
Nonverbal Communication

Communication without words





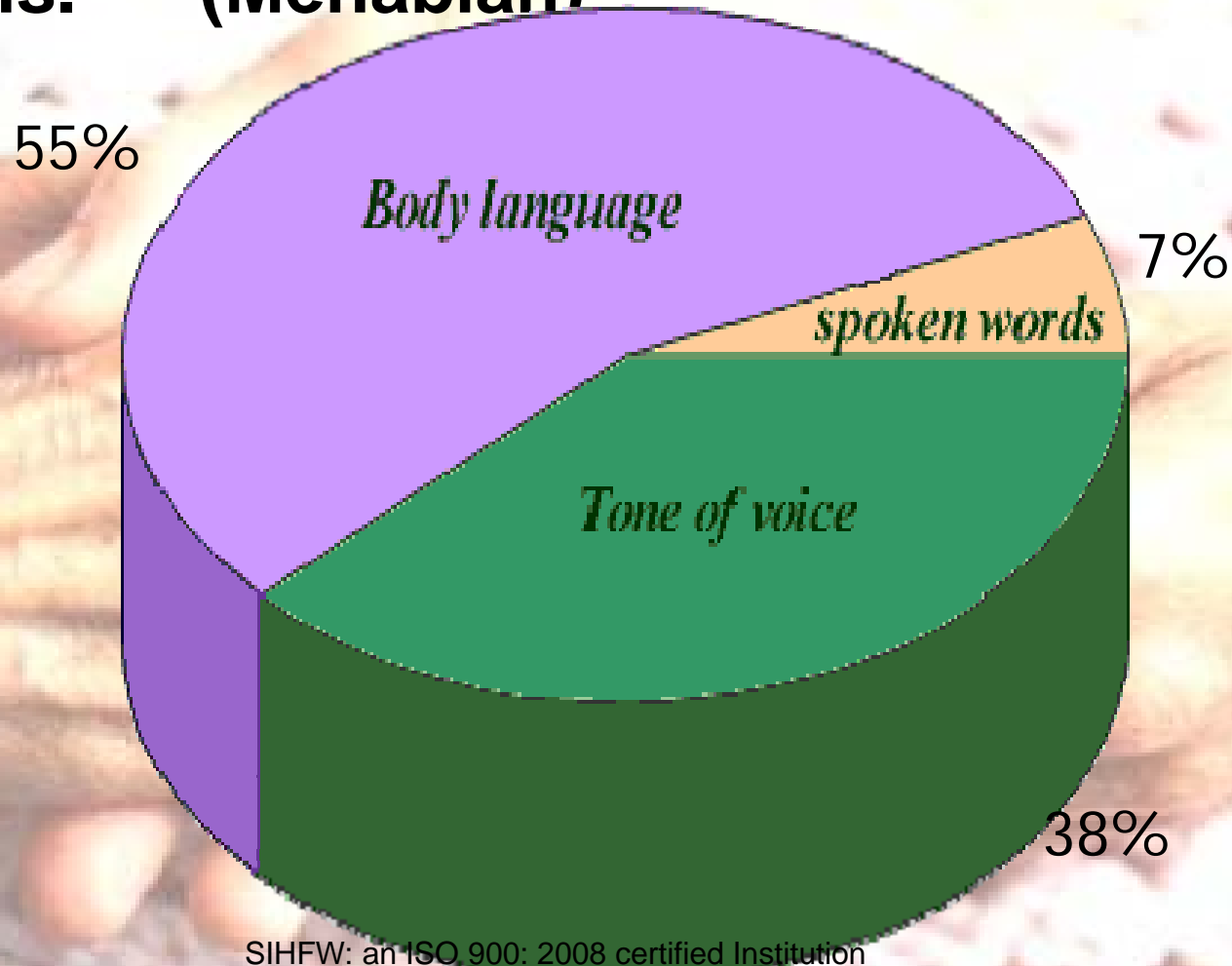
Because
ACTIONS
Speak
Louder
Than
Words





93% is NVC ?

“Only 7% of a message’s effect are carried by words, the other 93% through non -verbal means.” (Mehabian)



Ever Saw a Traffic Police Man Speaking ?.... But He Communicates

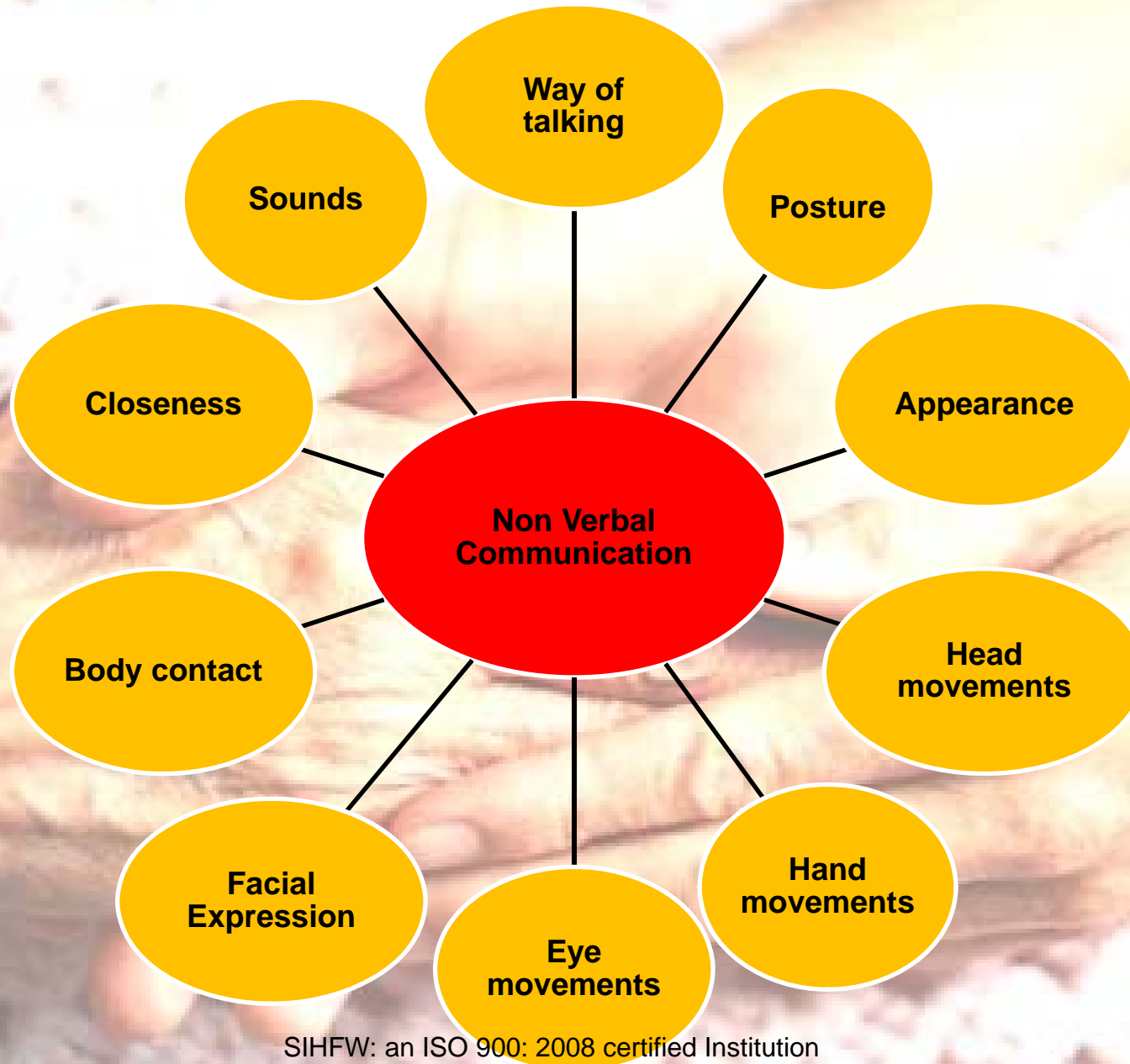


She Is Not Dumb..... Knows How To Communicate



Every One Communicates







- **700,000 Different Physical Signs**
 - **250,000 Different Facial Expressions**
 - **5,000 Different Hand Gestures**
 - **1,000 Different Postures**
-
- **Smile – Universal Gesture**
 - **Hiding Face – Universal Gesture**
 - **Only two universal gestures**



Body Language includes :

- **Facial Expressions**
- **Eye contact**
- **Posture**
 - **Standing**
 - **Sitting**
- **Hand movements**
- **Eye contact:**
 - **Direction 80:10:10**
 - **Not more than 6 sec**



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Depressed



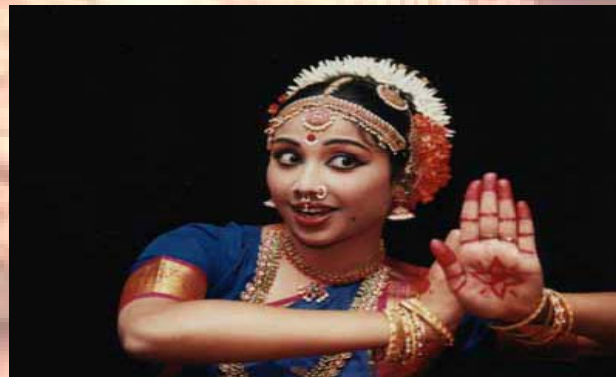
Happy



Unsure



Thinking





Types of Non-verbal Communication

- Kinesics – Body language
- Proxemics – Use of space
- Haptics – Touching behavior
- Vocalics/Paralanguage- Not what you say but how you say it also matters
- Objectics /artifacts – Use of objects/artifacts
- Chronemics – Use of time
- Oculesics- Use of eyes



The Body Language in Communication(kinesics)

- **Personal Space**
- **Signs of Attraction**
- **Eyes**
- **Head**
- **Smiles**
- **Arms**
- **Palms & Thumbs**
- **Hands**
- **Hand Shakes**
- **Legs**
- **Mirroring**
- **Signs of Lying**

Body language is not an exact science.

Single sign is not a reliable indicator.

Involves the interpretation of several consistent signals to support or indicate a particular conclusion.



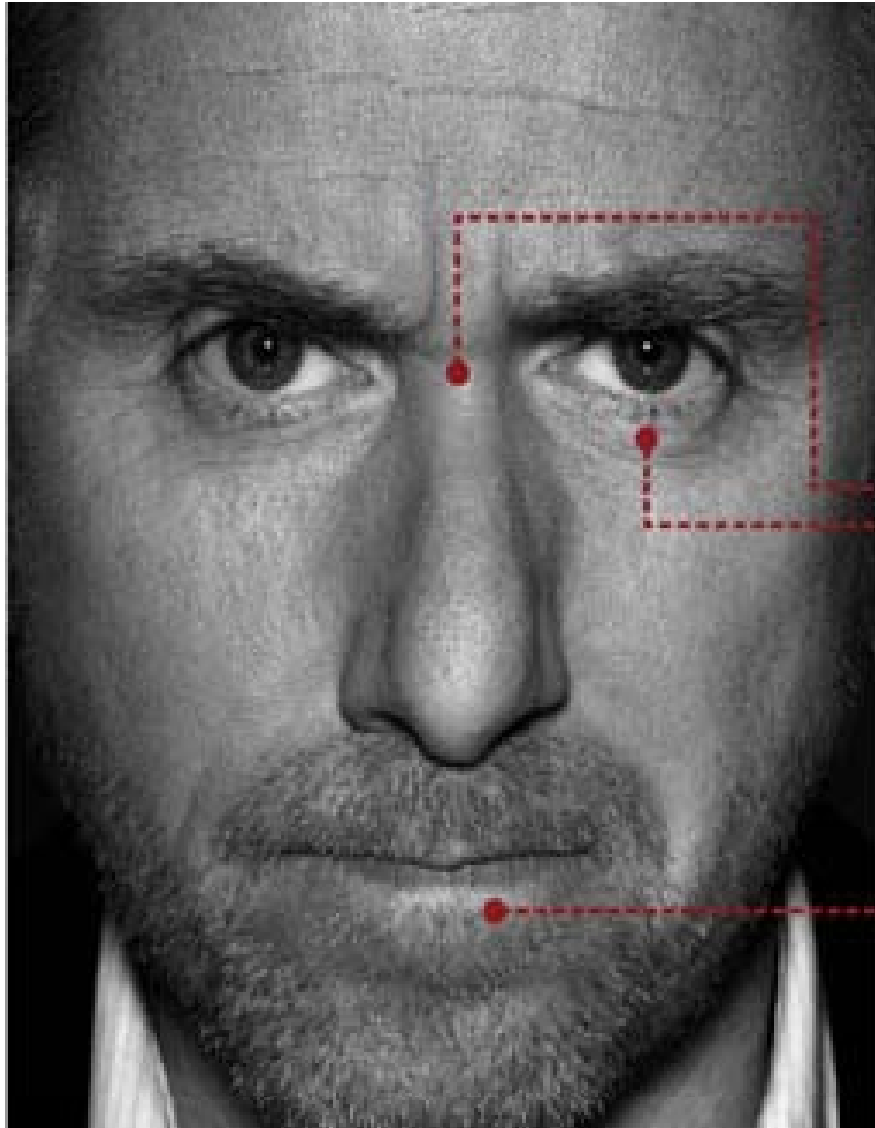
Facial Expressions: It Says All



Body Language: 7 Universal Facial Expressions:

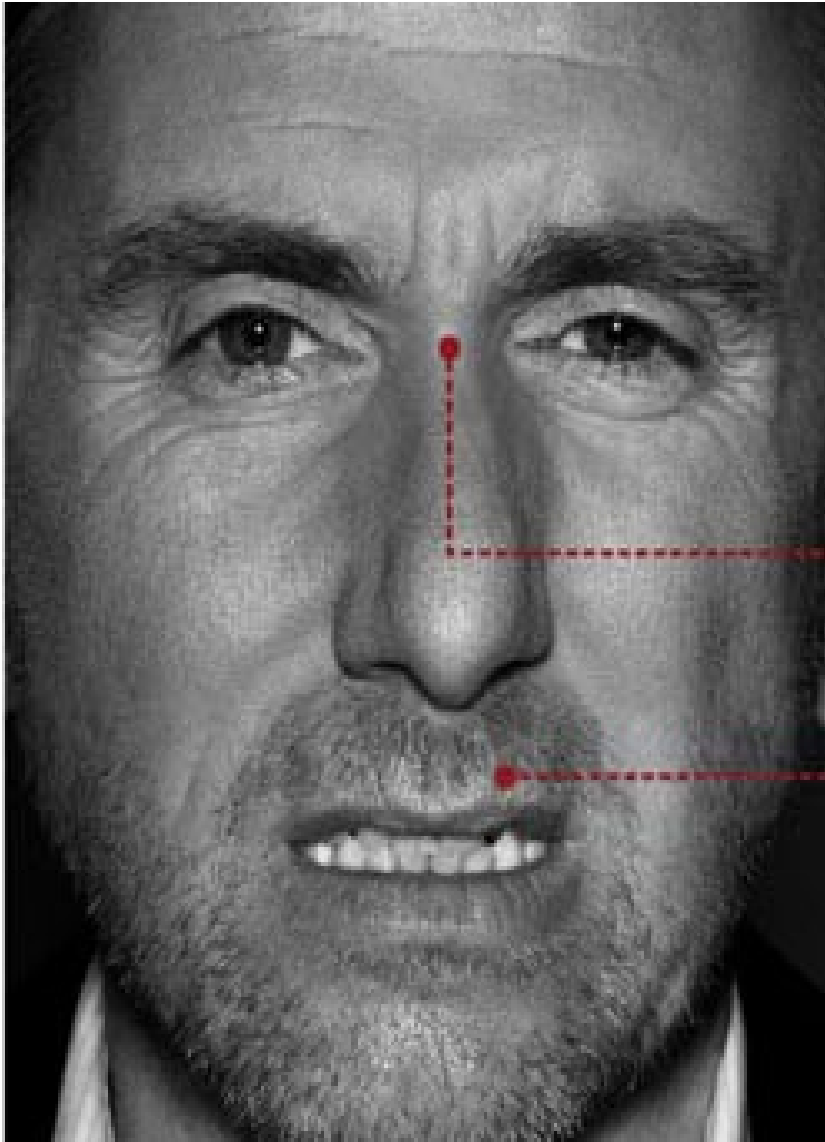


1. Anger
2. Disgust
3. Fear
4. Contempt
5. Sadness
6. Surprise
7. Happiness



anger

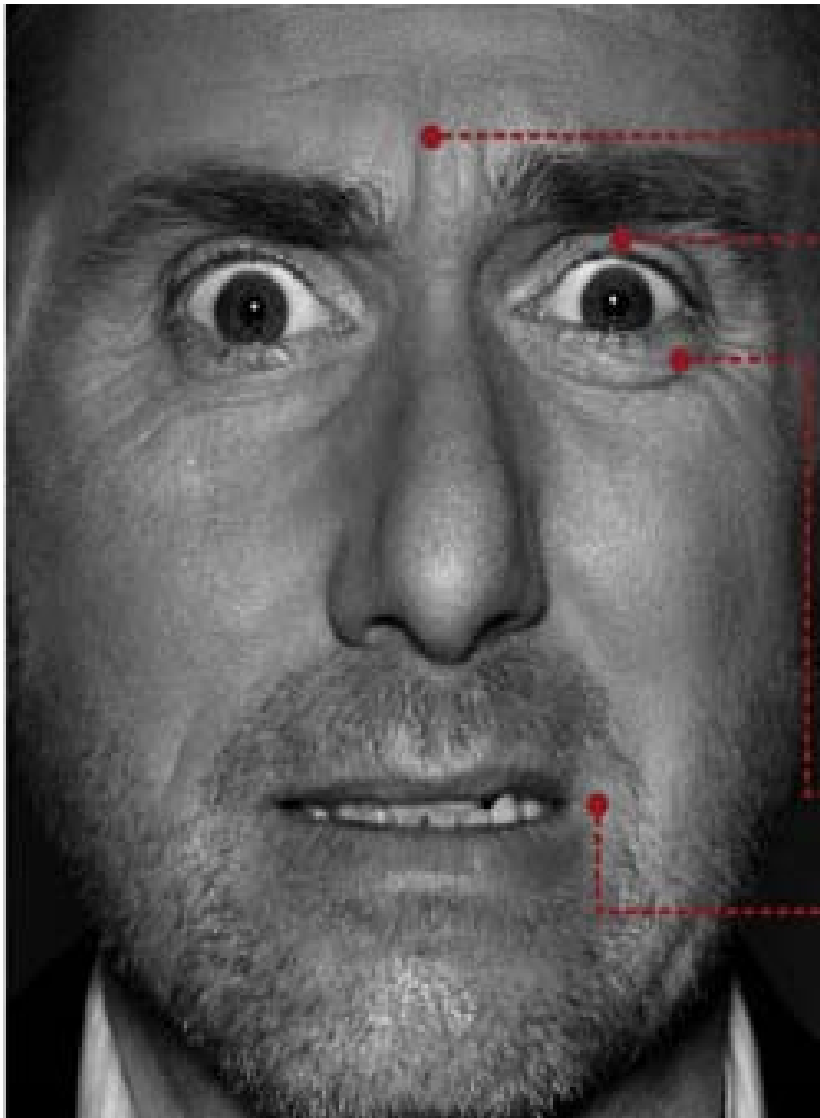
- ① eyebrows down and together
- ② eyes glare
- ③ narrowing of the lips



disgust

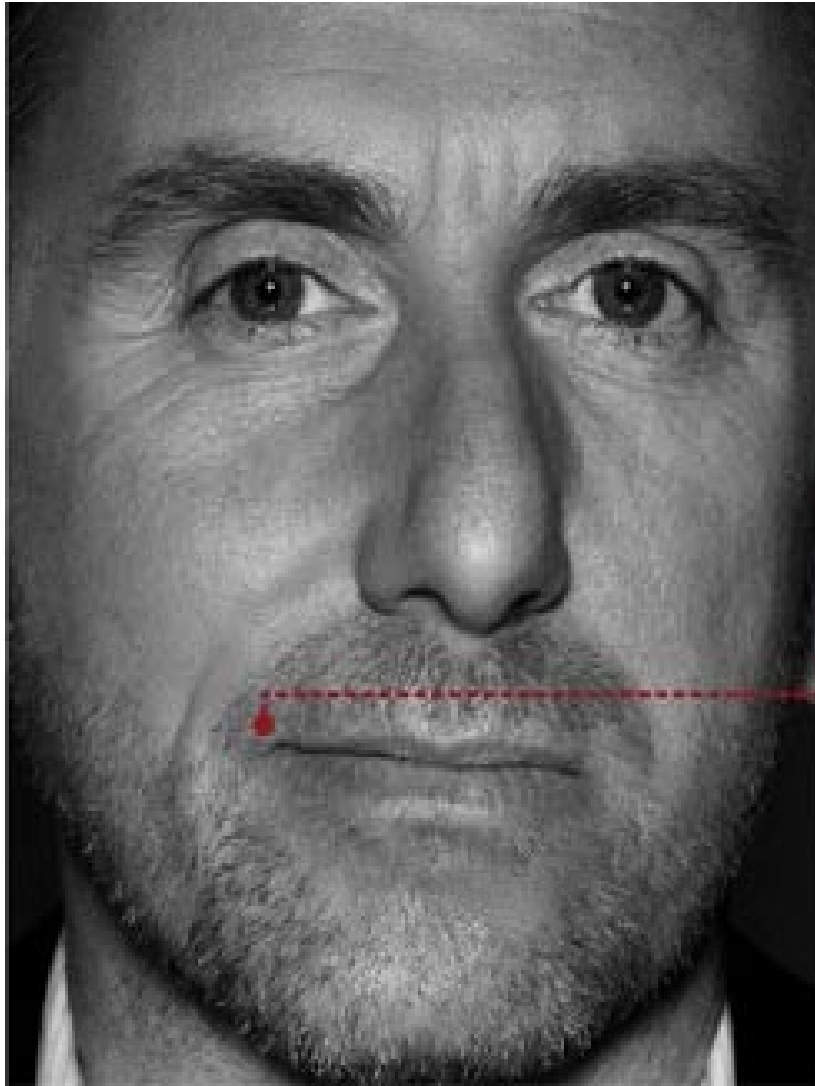
① nose wrinkling

② upper lip raised



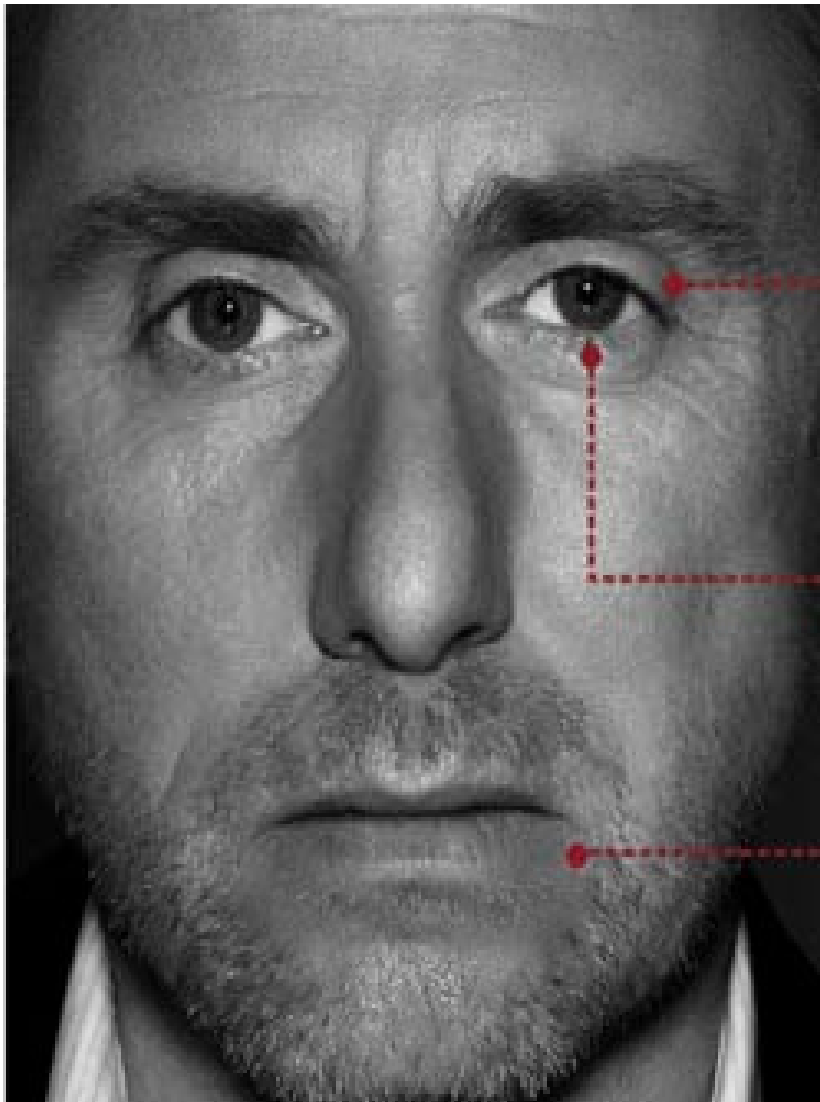
fear

- ① eyebrows raised and pulled together
- ② raised upper eyelids
- ③ tensed lower eyelids
- ④ lips slightly stretched horizontally back to ears



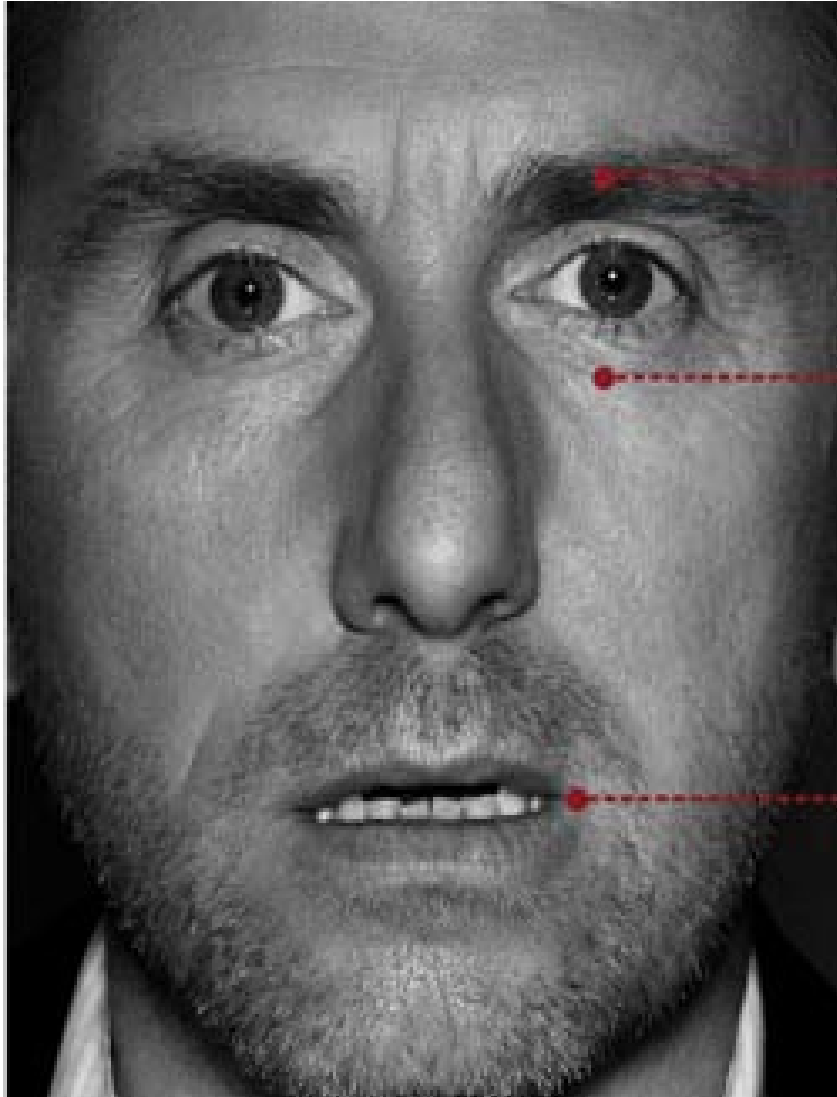
contempt

- ① lip corner tightened and raised on only one side of face



sadness

- ① drooping upper eyelids
- ② losing focus in eyes
- ③ slight pulling down of lip corners



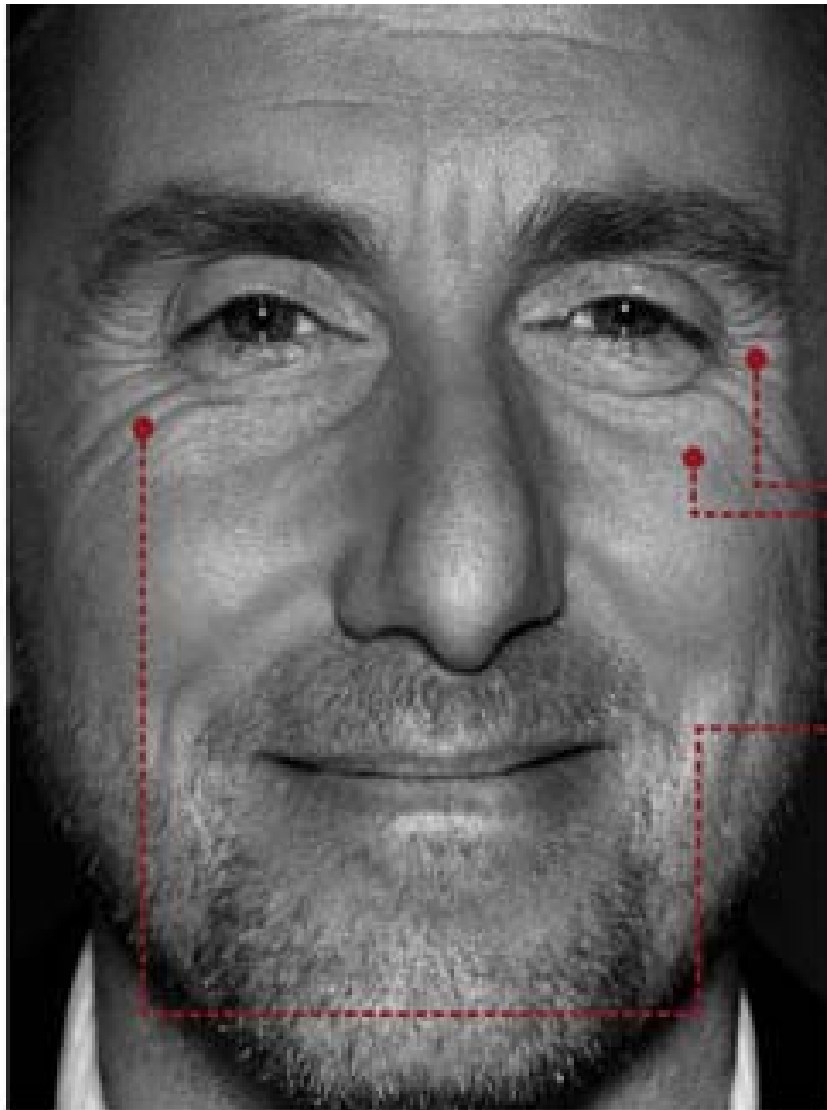
surprise

Lasts for only one second:

① eyebrows raised

② eyes widened

③ mouth open



happiness

A real smile always includes:

- ① crow's feet wrinkles
- ② pushed up cheeks
- ③ movement from muscle that orbits the eye

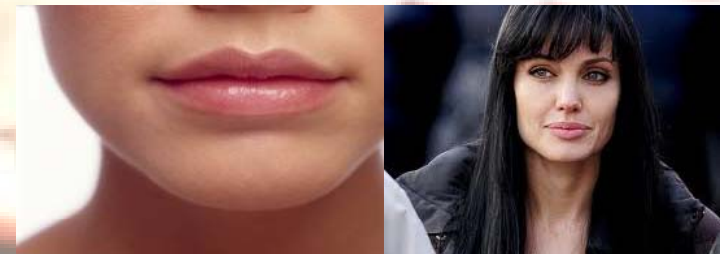


Lips

Parted: Relaxed, Happy



Together: Possibly Concerned



Wide Open: Very Happy / Very Angry





Smile!! The language is same across the World



“You are not completely dressed until your wear a smile”.



Hand Shakes



Hand Hug: warm, friendly, trustworthy, honest,



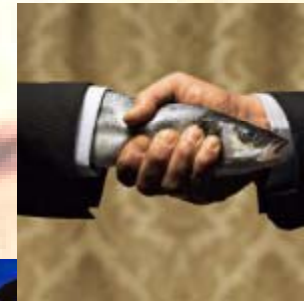
Giving control



Firm without hurting-taking control



Professional



Cold,
passive,
apathetic



Crusher:
overly aggressive personality




Giving control

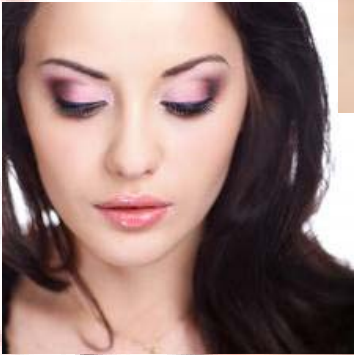
And it just says.....



**Gaze, Pupil dilation ,
Winking ,
Movement of the eyebrows.**

Eye Behavior (Occluseics)

Expression of eyes	Interpretation
Sideways glance of eyes	Suspicion
No eye contact	Disinterest 
Half raised eyebrows	Worry
Half closed eyes	Boredom 
Avoiding eye contact	Dishonesty & deception
Constant gaze & repeated mutual eye contact	Intense love & affection



Shame

Guilt



Thinking

Disagree



Happiness



Sad



✓ Do's and the Don'ts

How do I know as to what I am doing is right or not
.....????

OR

What is My Body Language like !!!!!

Let us find out.

Don't Cross Your Arms or Legs



Defensive and closed, protective and negative.



Right leg crossed on left, ensure: Nobody is sitting on your right; and The sole is not visible.



Don't Be Afraid To Take Up Some Space



Reactions to an invasion of your space



Feel troubled

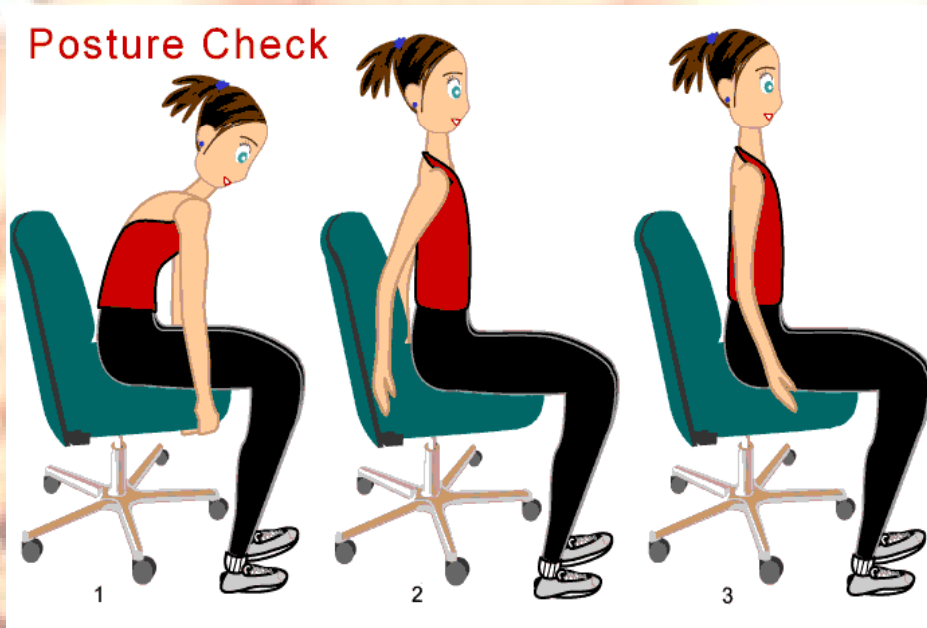
Get defensive

Become aggressive

Retaliate



Relax Your Shoulders





Nod When They are Talking



Don't Slouch, Sit Up Straight





Lean, But Not Too Much



Have Eye Contact, But Don't Stare

Eye contact



Averted gaze



Smile and Laugh



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Don't Touch Your Nose





indicates they disagree with what you are saying.



Keep Your Head Up





Don't Stand Too Close

Intimate

Touching 6"-18"

Personal

Close - 1½ to 2½ feet

Far - 2½ to 4 ½ feet

Social

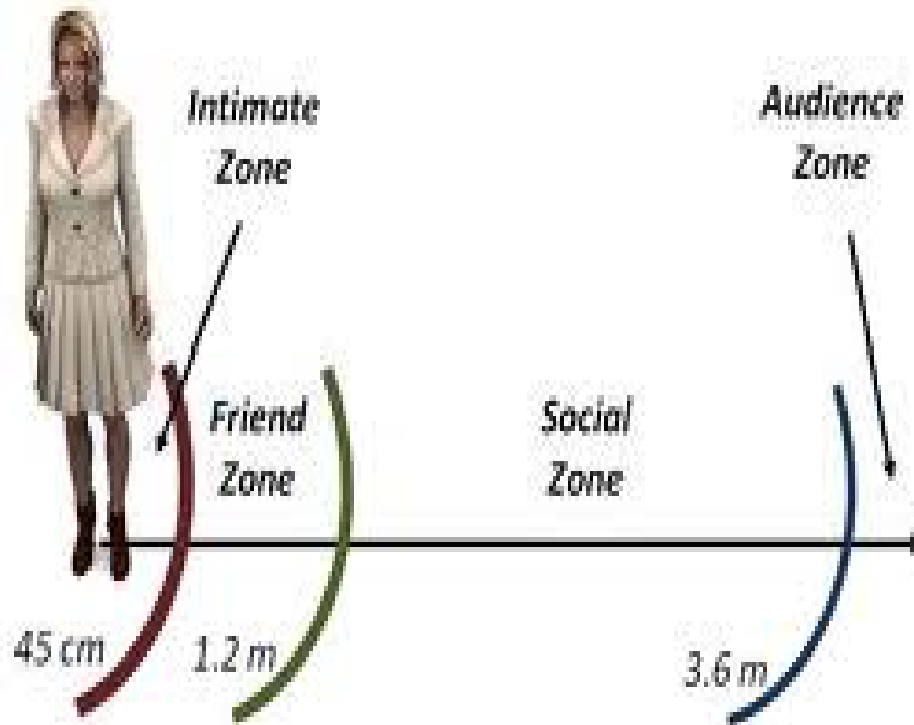
Close 4-7 feet

Far - 7-12 feet

Public

Close - 12-25 feet

Far - 25 feet or greater



Personal Space

Don't Fidget



Emblems Non - Verbal Acts



© iStockphoto.com/altugo

Thumbs up- OK



V with fingers - Victory



Finger on lips - Silence



Head down- Tension



Worship



Traffic Rules

Hands Speak

Use Your Hands More Confidently





Keep A Good Attitude





Seven Body Moves to Avoid

1. **Standing too close**
2. **Looking down**
3. **Looking at the watch frequently**
4. **Making narrow eyes**
5. **Holding something in front**
6. **Stroking the chin**
7. **Picking the corner of your cloth**

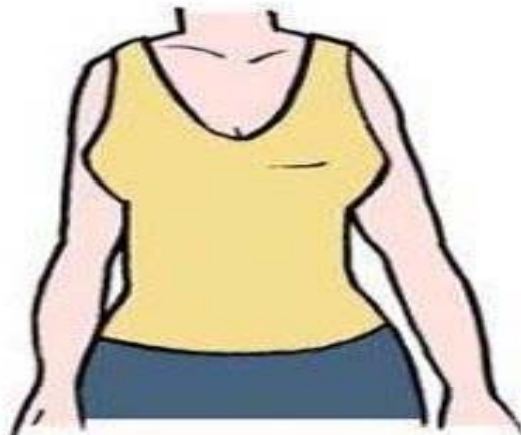
Friendly Vs Un Friendly



I'm interested in you.



I'm not interested in you.



Let's just be friends.



STOP STARING AT MY CHEST YOU PIECE OF SHIT



Body Language Signs You Should Be Aware of at Your Workplace

I'm The Boss

- Interlacing your hands behind your head, while leaning back in a chair with one leg crossed, sends the signal that you feel comfortable and dominant. Only the senior person in a meeting should do this.



I know what I'm Talking About

- Steepling your fingers means you are confident and focused.





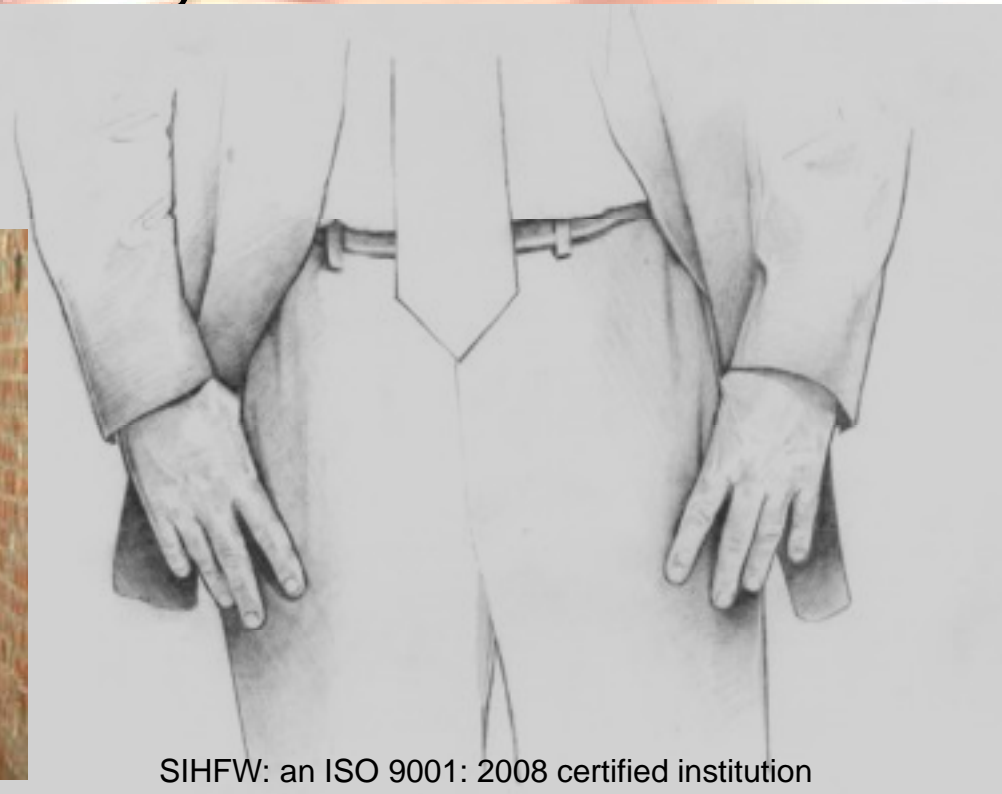
I'm Confident.

confidence and optimism.



I'm Insecure

- Hiding your thumbs indicates that you're not very sure of yourself. Sticking them in your pockets also makes you look insecure.



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I'm Listening, Comfortable and Receptive



- A slight head tilt exposes the neck, when in a friendly environment. This posture projects a sense of ease.



I'm Uncomfortable and Doubtful.

- Touching the neck shows that you are experiencing emotional discomfort or doubt.



I'm Insecure and Concerned





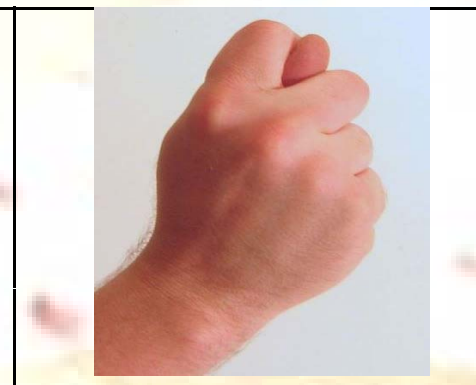
NVC- Global Interpretations

Prefect

Thumbs up

Stop

The 'Fig'



Commonly:
Everything's all right perfect
France- Worthless
Japan- Money
Germany- Rude
Malta, Greece,
Brazil -Obscene

Commonly - all OK
Australia ,Iran - Rude
Nigeria - very offensive
Japan- Five
Turkey- Political Rightist party

Commonly: Stop, Enough(person ,car, action)
Turkey-You get nothing from me
W Africa –You have 5 Fathers!

Turkey,Greece,Tunisia Holland- Obscene
Russia-You get nothing from me
Yugoslavia-You can't have it
Brazil-good luck

Haptics –Touching Behaviour

- Handshake



- A pat on shoulder



- Holding hands



- Pat on the back



Vocalics / Paralanguage

It is all aspects of the voice other than the words themselves.

- Pitch
- Volume
- Rate- speed
- Rhythm
- Pronunciation
- Segregates

"I didn't **SAY** you were stupid."

"I didn't say **YOU** were stupid."

"I didn't say you were **STUPID**."

Same words, but the emphasis differs !

Vocal Characterizers



Laughing



Crying



“um” “uh” “ah”



Whispering



Yelling

Objectics

Communication through the use of artifacts



Marital status



Economic status



No smoking



Wheel Chair Access



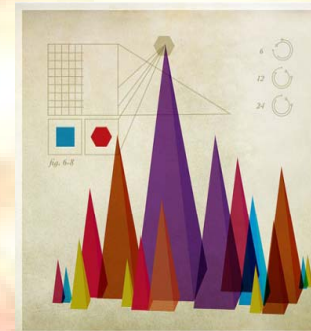
Industrial work place



Male -Female



Fire Exit Symbol



Info graphics

Chronemics– Use of Time

The effects of time on communication

- Used very differently with individuals and cultures.
- Includes punctuality, willingness to wait & interactions
- Affects lifestyle, daily agendas, speed of speech & movements



Functions of Non-verbal Communication

During an interaction, following functions may occur:

- Expression of feelings and emotions
- Regulation of interaction
- Validation of verbal messages
- Maintenance of self-image
- Maintenance of relationships



Nonverbal behavior	Interpretation
Brisk, erect walk	Confidence
Standing with hands at waist	Readiness, aggression
Sitting with legs crossed, foot kicking slightly	Boredom
Sitting, legs apart	Open, relaxed
Arms crossed	Defensiveness
Walking with hands in pockets, shoulders hunched	Dejection
Hand to cheek	Evaluation, thinking
Touching, slightly rubbing nose	Rejection, doubt, lying
Rubbing the eye	Doubt, disbelief
Hands clasped behind back	Anger, frustration, apprehension
Locked ankles	Apprehension



Head resting in hand, eyes downcast	Boredom
Rubbing hands	Anticipation
Sitting with hands clasped behind head, legs crossed	Confidence, superiority
Open palm	Sincerity, openness, innocence
Pinching bridge of nose, eyes closed	Negative evaluation
Tapping or drumming fingers	Impatience
Patting/fondling hair	Lack of self-confidence; insecurity
Tilted head	Interest
Stroking chin	Trying to make a decision
Looking down, face turned away	Disbelief
Biting nails	Insecurity, nervousness
Pulling or tugging at ear	Indecision



Limitations of Non – Verbal Communication

- It varies culture to culture
- Can not have long conversation
- Difficult to understand and requires a lot of repetitions
- Can not be used as a public tool for communication
- Less influential



Thank You

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sihfwraj@yahoo.co.in