Communicate with Impact

ENGLISH & BUSINESS COMMUNICATION

Non Verbal communication

It is the way people :

- Reinforce the spoken word
- Replace the spoken word
- Use their bodies to make visual signals
- Their voices to make to make oral but non verbal signals

In general ,are their differences between the body language of ….

- An army person and a civilian?
- A rich man and a poor man?
- A strong man and a sick man?
- A male and a female?
- A young adult and an old person ?

Types of non verbal communication

1. Kinesics :The study of posture ,gestures & facial expression
2. Proxemics: science of territoriality
3. Haptics: study of touch as non verbal communication (e.g. a handshake)
4. Oculesics: Eye contact and/or eye movement as non verbal communication
5. Olfactics: sense of smell in non verbal communication
6. Chronemics: The study of the use of time in non verbal communication
7. Chromatics: The study of color in non verbal communication
8. Silence: Even when we are silent we are communicating
9. Sign language: Visual & Audio signs
10. Appearance :clothing, accessories ,grooming –all communicate message
11. Paralinguistics: Verbal & vocal elements

Non Verbal communication Do's

- Smile is the most effective ,non expensive and under-utilized resource to appear approachable
- Use appropriate facial expression and eye contact
- Be mindful of space ,respect personal space & cultural norms of another person
- Nod & smile to show you are agreeing and smile appropriately to convey warmth
- Use an open posture to appear open and approachable
- Lean in slightly to show that you are attentive and interested
- Maintain a good posture
- Maintain a neat and well groomed appearance

Non Verbal communication Don'ts

- Flashing or rolling eyes, raising eyebrows
- Quick or slow movements
- Arms crossed ,legs crossed
- Gestures made with exasperation
- Slouching, hunching over
- Poor personal care
- Doodling
- Staring at people
- Avoiding eye contact
- Excessive Fidgeting
- Frowning ,smirking
- Don’t touch your face excessively
- Yawning, scratching

SMIZE…..

- Supermodel Tyra Banks coined the word "smize," which means "smile with the eyes."
- It involves **crinkling eyes, relaxing shoulders, tilting chin, and subtly lifting mouth corners**.

