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

Kinesics

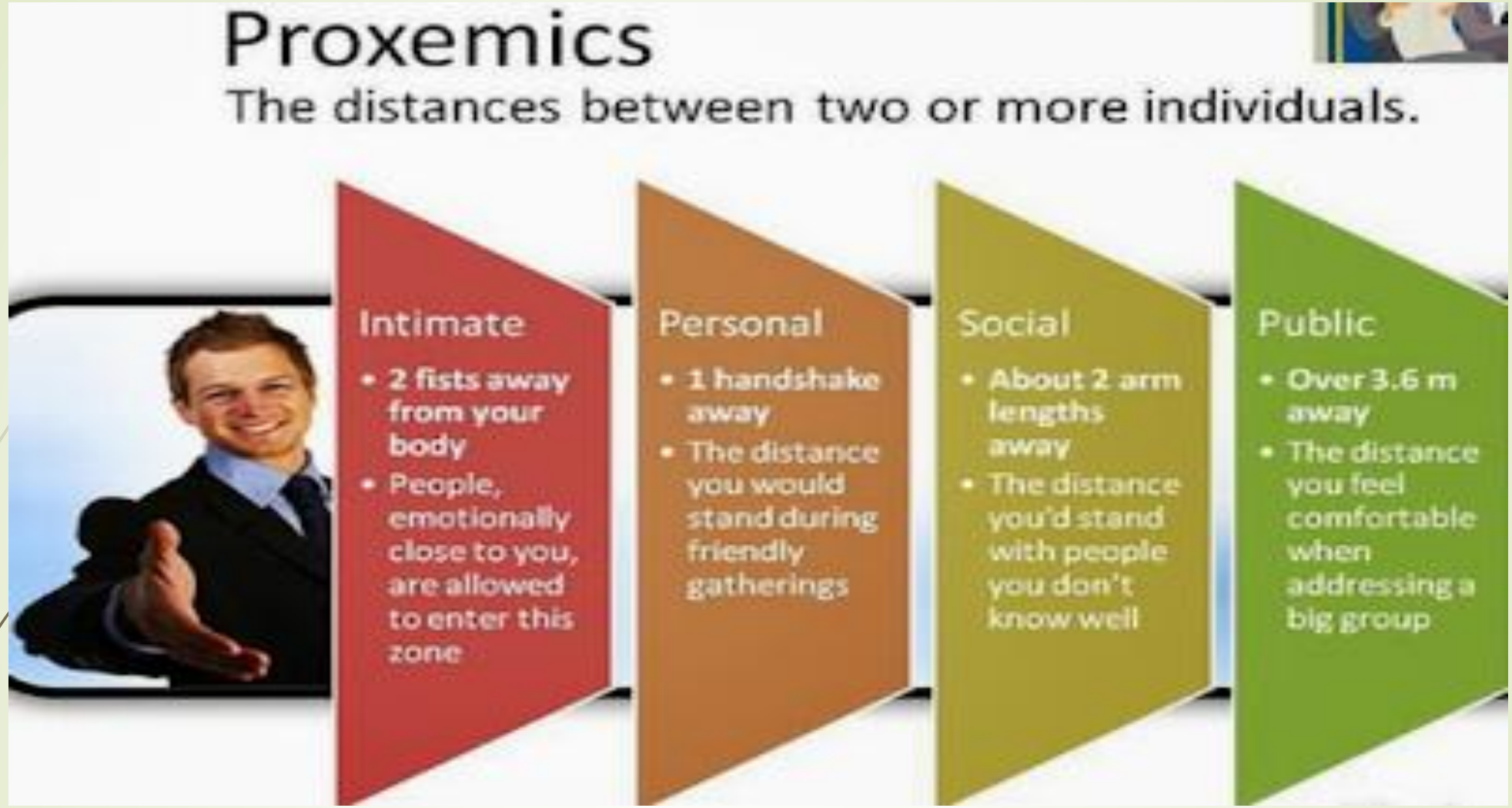


- The study of postures ,movement ,gestures & facial expression
- Head
- Face
- Hands
- Feet
- Sitting
- standing

Fear
Happiness
Anger
Embarrassment
Pride
Surprise
Contempt
Disgust
Politeness

Flirtatious
Feel pain
Compassion
Amusement
Interested
Sadness
Desire
shame

1. Smile is the most effective, non-expensive and under utilized resource to appear approachable
2. Many unknowingly have a frown on their face, esp. due to constant "self talk"-be cautious



- Age : People maintain closer distance with peers
- Personality: Introverts maintain greater distance than extroverts
- Relational: Persons maintain shorter distance with those they like
- Context: The more formal the situation , the greater the distance
- Gender: Women sit and stand closer to each other than men do

Haptics : Study of Touch

- Handshake
- A pat on the shoulder
- Pat on the back
- Holding arm or hand
- Touch ,when used properly ,may create feelings of warmth and trust. When used improperly ,touch may cause annoyance and betray trust.

Reasons we touch

- Positive emotions- Support, appreciation , affection ,inclusion
- Playfulness-tap ,slap ,pat on the back
- Control –person's behaviour, attitudes ,feelings e.g. 'move-over', 'hurry' , 'stay there'
- Ritualistic- Greetings & departures e.g. shaking hands, kiss, hug etc.
- Task-related – touch for task e.g. removing of a hair on other's shirt .

ACTION SPEAKS LOUDER THAN WORDS ……

Position of head

Neutral – usually Head still Interested : tilted to one side Disapproval : Head is down

Crossed arm –defensiveness , nervousness ,being closed

Crossed arms with closed fist – defensives with hostility

One Hand gripping the other behind-superiority gesture –school principals, army ,police personnel

One hand holding the other –frustration and an attempt at self control

Rubbing of palms together –Positive expectation

Hands clenched in raised position –frustration gesture , holding back a negative attitude

Raised steeple –confidence & superiority

Lowered steeple –normally used when person is listening



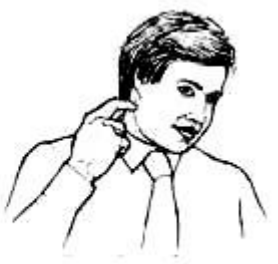
ACTION SPEAKS LOUDER THAN WORDS ……


The nose touch


The eye rub




The ear rub


The neck scratch

The mouth ,eyes and ear touch gestures are indications of 'see no evil' , 'say no evil' and 'hear no evil' ,used when a lie is being told

- When the speaker uses this ,it indicates he is being untruthful
- When the listener uses this ,it means he does not believe the speaker
- 'Neck scratch ' is a signal of doubt and uncertainty – The person does not agree with you .


Boredom Gesture


Interested, Evaluation Gesture


Having negative thoughts


Female chin stroking


Making decision

Reading body language

- Body language should always be read and interpreted in reference to the following 3 elements :
- **Context:** refers to the physical characteristics of place or people –e.g. temperature, furniture , health & physique of a person
- **Cluster**: refers to a group of gestures –scratching head can mean uncertainty or a sign of dandruff . Need to look at gesture cluster for accurate readings
- **Congruence** : refers to consistency among gestures within a cluster .The words and body language should give out the same message for the listener to believe or be convinced.

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**.

