

Body Language (Verbal and non-Verbal Communication)

Body language refers to all the expression we share by means of our body movements and not through words.

This means that How you say is more important than What you say.

Non-Verbal Communication / Body Language

- ① Appearance - e.g. - Untidiness
 - ② Head movement - e.g. - nodding
 - ③ Hand movement - e.g. - Waving
 - ④ Eye movement - e.g. - Winking
 - ⑤ Facial Expression - e.g. - Frown
 - ⑥ Body Contact - e.g. - Shaking of hands
 - ⑦ Closeness - e.g. - invading someone's space
 - ⑧ Sounds - e.g. - laughing
 - ⑨ ways of talking - (e.g. pauses, stress on words)
 - ⑩ posture - e.g. - slouching
- It is important to note that body language has different meanings in different cultures.

Non-Verbal Codes (kinds of body language)

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Body language can be studied under following heads.

- (1) Paralinguistics
- (2) Kinesics →
 - (i) Facial Expression
 - (ii) Gestures
 - (iii) Oculistics - Eye behaviour
- (3) Posture
- (4) Proxemics
- (5) Eye Gaze
- (6) Haptics
- (7) Appearance

(1) Paralinguistic :- Paralinguistic refers to vocal communication that is separate from actual language. This includes factors such as tone of voice, loudness, inflection and pitch. Consider the powerful effect that tone of voice can have on the meaning of a sentence.

(2) Kinesics :- (i) Facial Expression :- Facial expressions are responsible for ~~Attitude~~ a huge proportion of non-verbal communication. Just as eyes are regarded as the windows to the soul, the

Face is considered an index of our mind if there are unpleasant, sad, and gloomy expressions on your face you are likely to create a very negative impact on your listeners or speakers. In the entire communication process, it is the person's face that we get to see most of the time. Therefore, if a face reflects negativity of any type and expresses objection, imitation, indifference, fear, confusion, inhibition, vulnerability or doubt, it is likely to adversely affect the effectiveness of communication.

1) Gestures :- Deliberate movements and signals are an important way to communicate meaning without words. Common gestures including waving, pointing and using fingers to indicate number amounts. Other gestures are arbitrary and related to culture.

2) Access - Eye behaviour :- Eye can also radiate non-verbal messages. Even the shift of eyes or eyebrows can convey different signals. Eye play an important role in non-verbal communication.

3) Posture :- Posture and movement can also convey a great deal of information. It refers to the way we

Set, stand and carry ourselves our posture communicates the way we visualize the world around us.

Given below are some important tips, following which you can maintain an impressive posture during professional meetings, interviews, group discussion presentations and other formal occasions:-

- (i) Look straight while walking.
- (ii) Don't let your shoulders droop.
- (iii) Avoid being too slow or aggressively fast while walking up to the podium or dais.
- (iv) Don't sit on the edge of the chair & communicate ease and discomfort.
- (v) Feel and communicate ease through your sitting and standing posture, and also the way you carry yourself at professional gatherings.

People often refer to their need of "personal space" which is also an important type of non-verbal communication.

- (4) proxemics :- Observed closely however, it seems that it is not just freedom but also space that matters to us. We don't want to board a crowded bus or train, sit on a waiting bench.

4) Social Zone:- The distance maintained between a couple of feet to several feet is suggestive of the Social Zone that we maintain while interacting with strangers or occasional visitors such as gardeners, plumbers, laundry persons, electricians etc. Social distance is effectively maintained in situations where professional need outweigh the personal.

5) Public Zone:- In most professional communication situations, public zone is most commonly maintained by the speakers and their audience.

Zones and distance maintained with in Different Zones

<u>Zones</u>	<u>Distances</u>
Intimate zone	15-46cm
Personal zone	46cm - 1.2m
Social zone	1.2 - 3.6m
Public zone	over 3.6m

5) Eye Gaze:- Looking, Staring and and blinking can also be important non-verbal behaviours. Looking at another person can indicate a range of emotions,

Including hostility, interest and attraction.

(6) Haptics :- In non-Verbal Communication, touching behaviour is known as Haptics

(7) Appearance :- Our choice of colour, clothing, hair-style and other factors affecting appearance are also considered a means of non-Verbal Communication

Functions of Non-Verbal Communication :-

- (1) Repeating
- (2) Conflicting
- (3) Complementing
- (4) Substitution
- (5) Regulating
- (6) Accenting / moderate

where others are sitting: stand in a long
 sleep in a room that seems cramped and crowded
 with things. In fact, these are only a few instances
 which suggest how we all want our own territory
 and space to feel relaxed enjoy comfort. while
 communicating in formal situations, therefore, it
 becomes quite important for us to understand and
 respect the territories of other professionals.

Therefore, it becomes important for us to understand
 the different zones into which the psychological
 territories of human beings can be divided. How
 we can appreciate the various psychological zones
 maintained by most of us given below.

1) Intimate zone: - No stranger is welcome into the
 intimate which is shared only by close relatives
 and friends.

2) Personal zone: - The distance maintained by people while
 they interact with one another during business
 gatherings, social functions, parties and other
 friendly gatherings.