

Nonverbal Communication

Messages Without Words

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Today's Topics

- Characteristics of Nonverbal Communication
- Differences Between Verbal and Nonverbal Communication
- Types of Nonverbal Communication

Characteristics of Nonverbal Communication

- Nonverbal Communication Exists - people use it and you can learn to read and interpret it.
- All Nonverbal Behavior has Communicative Value - no matter what we do we give off information about ourselves

Nonverbal Characteristics Cont.

- Nonverbal Communication is Culture Bound - some nonverbal behaviors have different meanings across cultures.
- Hand gestures, distance, eye contact
- Universal nonverbals - smiles, laughter, displeasure and sour expressions

Characteristics of Nonverbal Cont.

- Nonverbal Communication is primarily relational
- Used for identity management
- defines relationships with others
- conveys attitudes and feelings but not ideas.

Characteristics of Nonverbal Cont.

- Functions of nonverbal communication:
- Repeating - emblems, nod yes
- Substituting- shrug vs "I don't know"
- Complementing- scratch head & ?
- Accenting- vocalics, pointing
- Regulating- turn taking
- Contradicting- double messages

Characteristics of Nonverbal Cont.

- Deception
- Leakage - the face is less revealing than the body.
- Voice leaks easily
- young are better than old, women better than men
- As intimacy > accurate detection <
- Deception cues page 245

Characteristics of Nonverbal Cont.

- Nonverbal is Ambiguous
- Revealing but it can have so many possible meanings.
- Sometimes it is impossible to determine which meaning is accurate.
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Differences Between Verbal and Nonverbal

- Verbal versus nonverbal
- Single versus multiple channel
- Discrete versus Continuous
- Clear versus Ambiguous
- Verbal versus Nonverbal Impact
- Deliberate versus unconscious

Types of Nonverbal Communication

- Kinesics- body position and motion
 - Body orientation
 - Posture
- Look for small changes that shadow the way people feel.
- The look of a victim- page 256
- Gestures - preening behaviors, manipulators

Types of Nonverbal Communication Cont.

- Face and Eyes
- Affect blends - combining 2 or more facial expressions - fear & surprise
- Too exaggerated facial expressions usually mean the person is lying.
- Micro expressions - flash of expression on the face

Types of Nonverbal Communication Cont.

- Eyes - establishing contact with a glance
- Dominance or submission - staring someone down or downcast eyes
- Pupils communicate - they grow larger in proportion to the degree of interest in a object - boyfriend-girlfriend, mother and baby

Types of Nonverbal Communication Cont.

- Voice - paralanguage - tone, speed, pitch, volume, number and length of pauses, and disfluencies such as “um” and stammering.
- Use it intentionally - sarcasm and unintentionally - trying to create an impression different from our feelings.

Types of Nonverbal Communication Cont.

- Touch- signals a variety of relationships
- functional/professional (dental exam)
- Social/polite (hand shake)
- Friendship/ warmth (clap on back)
- Sexual arousal (kisses, etc.)
- Aggression (shoves, slaps etc.)

Types of Nonverbal Communication Cont.

- Factors to consider in interpreting the use of touch:
- What part of the body is touching and being touched?
- How long and how much pressure?
- Movement after the touch?
- Who else is there?
- What is the situation? Relationship?

Types of Nonverbal Communication Cont.

- Touch boost compliance
- There is a relationship between touch and health.
- Physical Attractiveness - affects interaction between people- research indicates that physically attractive people are more likely to succeed
- Still, your behaviors can > attractiveness

Types of Nonverbal Communication Cont.

- Clothing - conveys at least 10 types of messages to others:
- economic level, educational level, trustworthiness, social position, level of sophistication, economic background,
- social background, educational background, level of success, and moral character.

Types of Nonverbal Communication Cont.

- Proxemics - the use of space
- Four distances that we use in daily life:
 - Intimate - skin contact to 18 inches
 - Personal - 18 inches to 4 feet
 - Social - 4 - 12 feet
 - Public - outward from 12 feet

Types of Nonverbal Communication Cont.

- Territoriality - no proprietary rights but you feel you "own" none the less
- Your room, your chair, your desk, your table at lunch, etc.
- Physical Environment - physical settings, architecture, and interior design affect our communication.
- Some environments create discomfort vs comfort.

Types of Nonverbal Communication Cont.

- Time - The way we handle time can express both intentional and unintentional messages.
- Punctuality
- Time usage varies across culture
- Even within a culture time usage can vary