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COMMUNICATING NONVERBALLY

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What's To Come

- » The Nature of Nonverbal Communication
- » Ten Channels of Nonverbal Communication
- » Culture, Gender, & Nonverbal Communication
- » Improving Your Nonverbal Communication Skills

The Nature of Nonverbal Communication

- » Nonverbal communication includes those behaviors and characteristics that convey meaning without the use of words
 - Some nonverbal communication behaviors *accompany* words
 - Other nonverbal communication behaviors convey meaning on their own

The Nature of Nonverbal Communication



The Nature of Nonverbal Communication

- » Nonverbal communication:
 - Is present in most communication contexts
 - Often conveys more than verbal communication
 - Is usually believed over verbal communication
 - Is the primary means of expressing emotion
 - Metacommunicates (communication about communication, in this case, nonverbal)
 - Serves multiple functions

The Nature of Nonverbal Communication

- » Serves multiple functions
 - Helps us manage conversations
 - » Raise hand to speak, nod of acknowledgement
 - Helps us maintain relationships
 - » Nonverbal signals of affection and affiliation
 - » Smile, wink, standing/sitting close, thumbs up
 - Helps us form impressions of others
 - » How someone dresses, grooms, carries oneself
 - » May not be accurate, but we rely on the cues

The Nature of Nonverbal Communication

- » Serves multiple functions
 - Helps us influence others
 - » We often manipulate visual cues such as clothing, hairstyle, etc. to appear more authoritative or alluring
 - May communicate that we are concealing information or being untruthful
 - » Natural tendency to adopt a more rigid posture and use fewer gestures
 - » Vocal pitch gets higher; smile may appear forced

Ten Channels of Nonverbal Communication

- 1) Facial displays are particularly important in three arenas
 - Identity
 - Attractiveness
 - » Symmetry
 - » Proportionality
 - Emotion



Ten Channels of Nonverbal Communication

- 2) Eye behaviors, known as oculosics, comprise a second nonverbal channel
 - Eye contact
 - Pupil size



Ten Channels of Nonverbal Communication

3) Movement and gestures:

Movement is known as kinesics; gestures are known as gesticulation

- Forms of gestures
 - » Emblems: wave hello
 - » Illustrators: fish was 'this' big
 - » Affect displays: surprise!...hand over mouth
 - » Regulators: raise hand to speak...slow down motion
 - » Adaptors: self=scratch itch, other=pick lint off shirt



Ten Channels of Nonverbal Communication

4) The study of touch is known as haptics



- Affectionate touch
- Caregiving touch
- Power and control touch
- Aggressive touch
- Ritualistic touch

Ten Channels of Nonverbal Communication

5) Vocalics are aspects of the voice that convey meaning

- Pitch: how high or deep
- Inflection: expressive vs. monotone
- Volume: how loud or quiet
- Rate: how fast or slow
- Filler words: "umm" "er"

Ten Channels of Nonverbal Communication

- 5) Vocalics are aspects of the voice that convey meaning
- Pitch: how high or deep
 - Inflection: expressive vs. monotone
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Ten Channels of Nonverbal Communication

- 5) Vocalics are aspects of the voice that convey meaning
- Pitch: how high or deep
 - Inflection: expressive vs. monotone
 - Volume: how loud or quiet
 - Rate: how fast or slow
 - Filler words: “umm” “er”

“ya know”



Ten Channels of Nonverbal Communication



Ten Channels of Nonverbal Communication

5) Vocalics (cont.)

- Pronunciation: words spoken correctly?
 - » “aks” vs. “ask”
 - » “liberry” vs. “library”
 - » “picher” vs. “picture”
 - » “pacific” vs. “specific”
- Articulation: how well words are enunciated
 - . . . Is speaking clear or mumbled?
- Accent: usually geographic pronunciation
- Silence: very effective to convey seriousness; also used when unsure of an

Ten Channels of Nonverbal Communication

5) Vocalics (cont.)

- Accent: usually geographic pronunciation



Link: ["The Long Island Accent"](#)

- Silence: very effective to convey seriousness; also used when unsure of an answer

Ten Channels of Nonverbal Communication

6) Olfactics is the study of smell

- Memory: Olfactory associations
- Romantic attraction: We are drawn to people with *dissimilar* scents – tied to genetics differences and reproduction



Ten Channels of Nonverbal Communication



7. Proxemics is the study of how we use space to communicate

- Anthropologist Edward T. Hall's spatial zones:
 - » Intimate: 0 to 1.5 feet
 - » Personal: 1.5 to 4 feet
 - » Social: 4 to 12 feet
 - » Public: 12 or more feet

Ten Channels of Nonverbal Communication



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Ten Channels of Nonverbal Communication



Ten Channels of Nonverbal Communication

- 8) Physical appearance sends messages, whether intentionally or unintentionally
- Halo effect says we attribute positive qualities to attractive people. If someone looks good, we are more likely to trust them
 - Pressure to be attractive can lead to, or worsen, eating disorders, and cause some people to become obsessed with cosmetic surgery.

Ten Channels of Nonverbal Communication

- 9) Chronemics is the way we use time to communicate
- Messages about value
 - Messages about power



Ten Channels of Nonverbal Communication

- 10) Use of Artifacts
- Artifacts are the objects and visual features in an environment that reflect who we are
 - Artifacts can also reflect how we wish to be seen by others



Ten Channels of Nonverbal Communication



Culture, Gender, and Nonverbal Communication

- » Culture influences nonverbal communication
 - Emblems: hand signals differ
 - Affect displays: emotional displays differ
 - Personal distance
 - Eye contact
 - Facial displays of emotion: intensity differs



Culture, Gender, and Nonverbal Communication

- » Culture influences nonverbal communication
 - Greeting behavior
 - Time orientations
 - Touch
 - Vocalics: filler words



Improving Your Nonverbal Communication Skills

- » Expressing nonverbal messages
 - Be sensitive to nonverbal messages
 - People-watch, even if you can't hear what's being said, try to decipher what's being communicated nonverbally



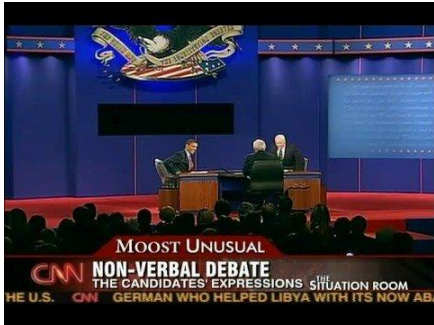
Digital Communications Lacks Non-Verbal and Can Miscommunicate



Kennedy-Nixon Debate • 1960



CNN • Nonverbal Debate • 2008



For Review

- » How do people communicate nonverbally?
- » How do culture and gender influence nonverbal behavior?
- » In what ways can you improve your nonverbal communication skills?
- » Optional Reading: [How the Nixon-Kennedy Debate Changed the World](#) Time Magazine, 9/23/10
