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Forms of non-verbal communication

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Yoana Doneva
Project Manager
VAEV

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Forms of non-verbal communication

❑ Paralanguage
❑ Language of Time (Chronemics)
❑ Language of Space (Proxemics)
❑ Language of Touch (Haptics)
❑ Body Movement (Kinesics)
❑ Gestures
❑ Facial Expression

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Paralanguage

- Paralanguage is almost similar to verbal communication.
- Language deals with 'what is said'
- Paralanguage deals with 'how it is said'
- It is a type of non-verbal communication which includes – articulation, pronunciation, volume, pitch, rate and other vocal qualities.

Language of Time (Chronemics)

Chronemics refers to the study of how time affects communication.
Time can be classified into several different categories:
- Biological
- Personal
- Physical
- Cultural time.

1. Biological time refers to the rhythms of living things.

3. Physical time refers to the fixed cycles of days, years, and seasons.

2. Personal time refers to the ways in which individuals experience time. The way we experience time varies based on our mood, our interest level, and other factors.

Language of Space & Distance (Proxemics)

Proxemics or the use of space provides us with ideas about how close or how far people are from the center of power or where a person is in the social ladder.
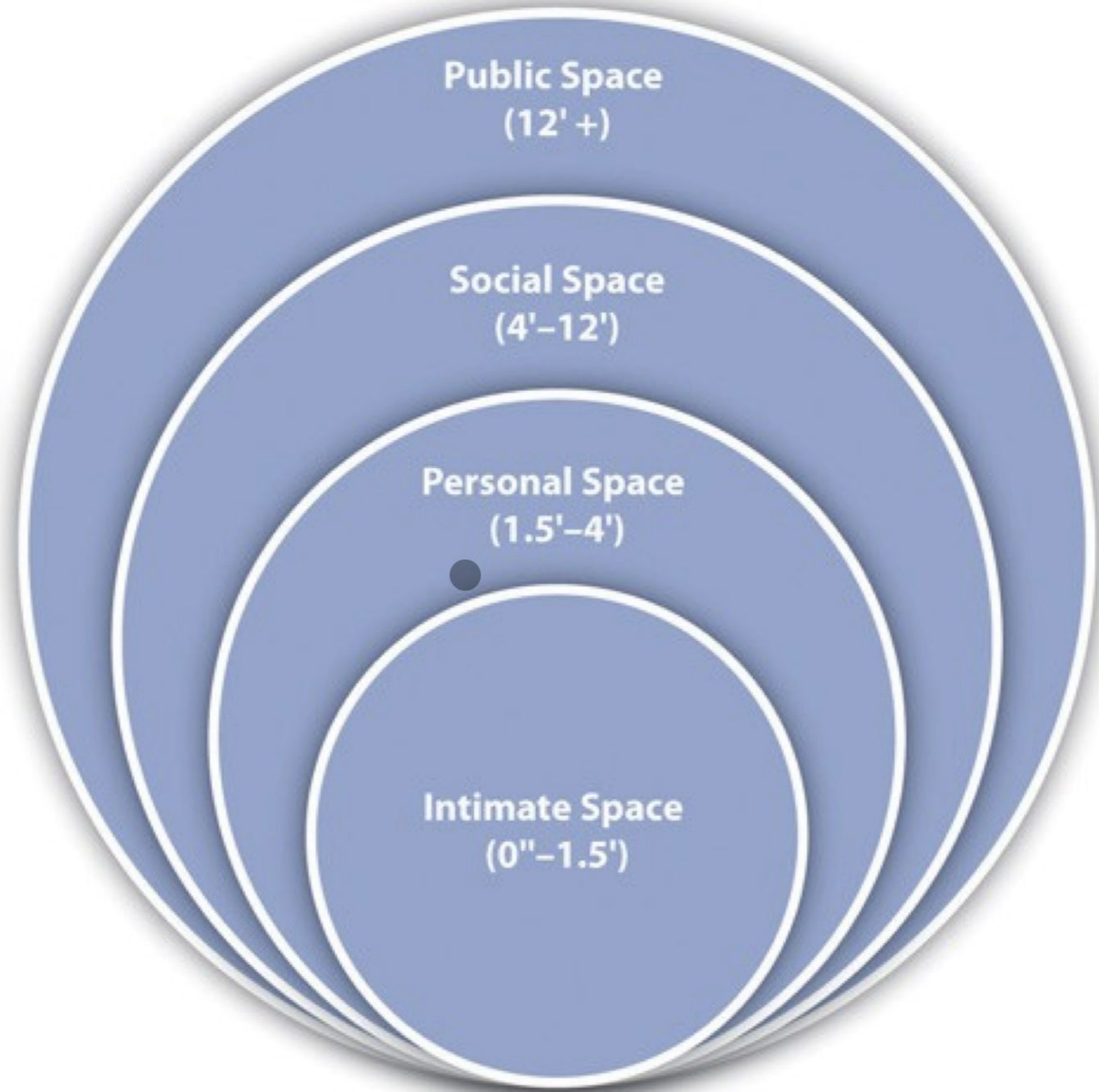
Language of Space & Distance (Proxemics)

Proxemics refers to the study of how space and distance influence communication. We only need look at the ways in which space shows up in common metaphors to see that space, communication, and relationships are closely related.

Language of Space & Distance (Proxemics)

Public Space
(12' +)

Social Space
(4'–12')

Personal Space
(1.5'–4')

Intimate Space
(0"–1.5')

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Intimate Space

As we breach the invisible line that is 1.5 feet from our body, we enter the intimate zone, which is reserved for only the closest friends, family, and romantic/intimate partners.

Personal Space

Personal space is your "*bubble*"- the space you place between yourself and others. This invisible boundary becomes apparent only when someone tries to enter your "*bubble*".

Social Space (4–12 Feet)

Communication that occurs in the social zone, which is four to twelve feet away from our body, is typically in the context of a professional or casual interaction, but not intimate or public. This distance is preferred in many professional settings because it reduces the suspicion of any impropriety.

Public Space (12 Feet or More)

Public and social zones refer to the space four or more feet away from our body, and the communication that typically occurs in these zones is formal and not intimate. Public space starts about twelve feet from a person and extends out from there.

Language of Touch (Haptics)

Haptics refers to touch behaviors that convey meaning during interactions. Touch can comfort, it can aggravate, it can encourage, or it can dissuade. There are several types of touch, including functional-professional, social-polite, friendship-warmth, etc.
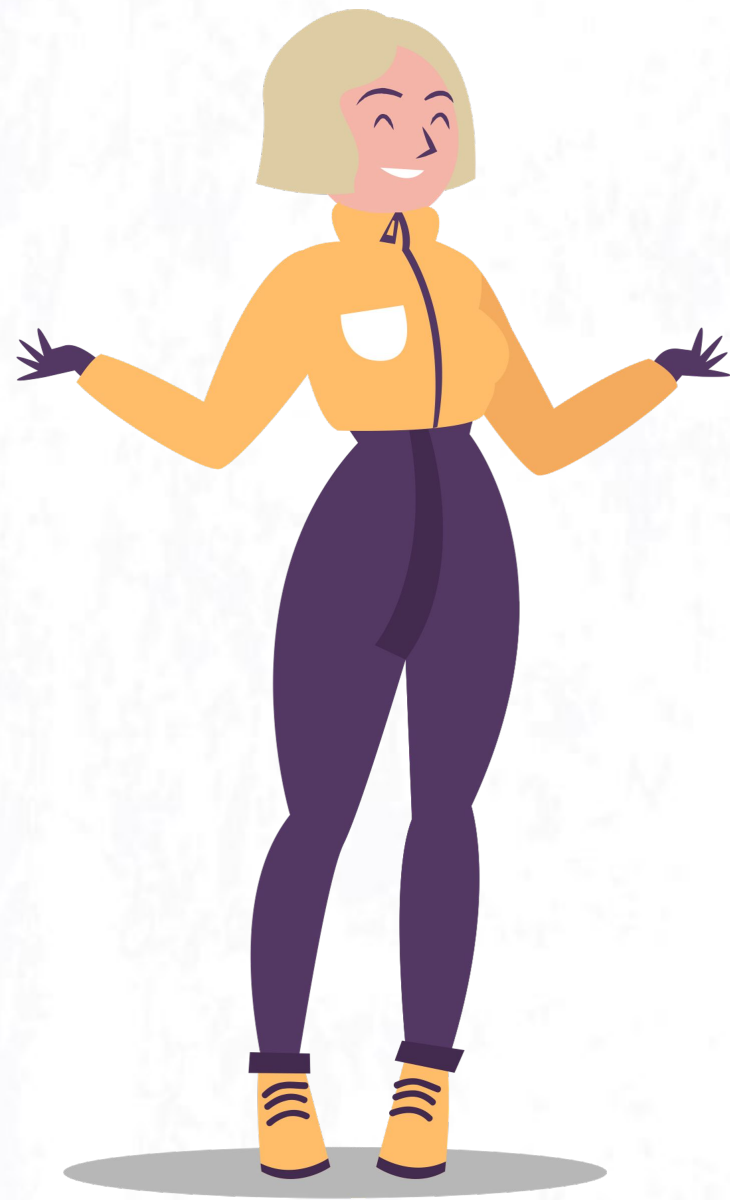
Kinesics
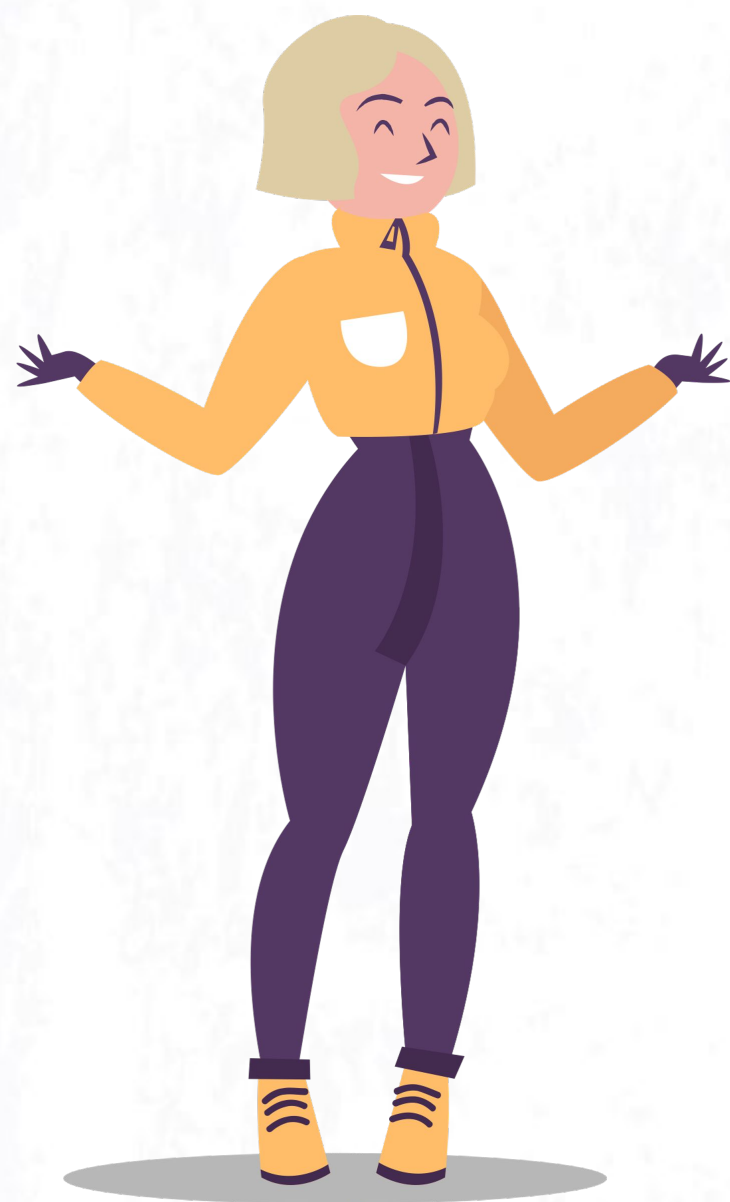
The word kinesics comes from the root word kinesis, which means "movement," and refers to the study of hand, arm, body, and face movements. Specifically, this section will outline the use of gestures, head movements and posture, eye contact, and facial expressions as nonverbal communication.

Understanding nonverbal communication

Communication is so much more than just the words that are spoken. Nonverbal communication conveys important messages from both the person speaking and the person listening. Those unspoken messages can signal if a person has strong emotions, feels respected or not and can show a person's interest or disinterest in the conversation.
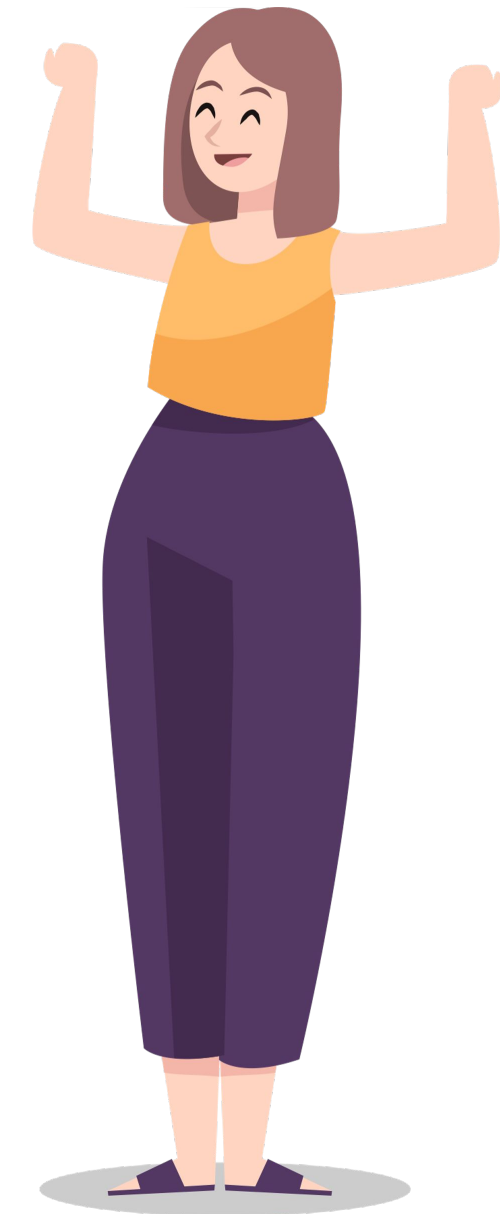
Understanding nonverbal communication

Enhancing communication skills is key to fostering better relationships with family, friends, and colleagues. Being mindful of nonverbal cues, whether sent or received, is a valuable aspect of this improvement. These signals can convey positivity or negativity. Reflect on facial expressions and tone of voice during conversations. Consider the messages conveyed through posture while standing or sitting. Reflect on how these nonverbal signals affect your emotions and perceptions.

The Importance of Non-Verbal Communication

Non-verbal communication regulates relationships and can support or even replace verbal communications in many situations. Different genders and cultures use non-verbal communication differently and these differences can impact the nature of interpersonal communication. Nonverbal communication can become a barrier or tear down barriers to effective communication.

Verbal Vs Non-verbal Communication

Although verbal communication is easier to understand, non-verbal communication is essential to understand not only a message, but more importantly, the feelings behind the message.

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Forms of Non-Verbal Communication Tips for Managers

Understanding and leveraging non-verbal communication is essential for effective managerial leadership. These forms of non-verbal cues can significantly impact how managers are perceived and their ability to connect with their teams.

Body Language:

- **Open Posture:** Maintain an open stance with relaxed shoulders and arms to appear approachable and welcoming.
- **Gestures:** Use purposeful gestures to emphasize points and engage with team members, but avoid excessive or distracting movements.
- **Eye Contact:** Establish and maintain eye contact to convey attentiveness and interest. Adjust eye contact based on cultural norms and individual comfort levels.

Facial Expressions:

- **Emotional Consistency:** Ensure facial expressions align with the message being communicated to enhance credibility and understanding.
- **Empathy:** Use facial expressions to show empathy and understanding during conversations or team interactions.
- **Micro-Expressions:** Be mindful of micro-expressions that may convey unintended emotions, as these can impact how messages are perceived.

Proxemics (Personal Space):

- **Respect Boundaries:** Respect personal space to avoid making team members feel uncomfortable or intruded upon.
- **Adapt Proximity:** Adjust your proximity based on the nature of the interaction and cultural norms to foster a comfortable environment.
- **Consider Context:** Be aware of context when determining appropriate distance, such as in one-on-one meetings versus group settings.

Resources

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