



Women's empowerment against sexist harassment in public space
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Non-verbal communication



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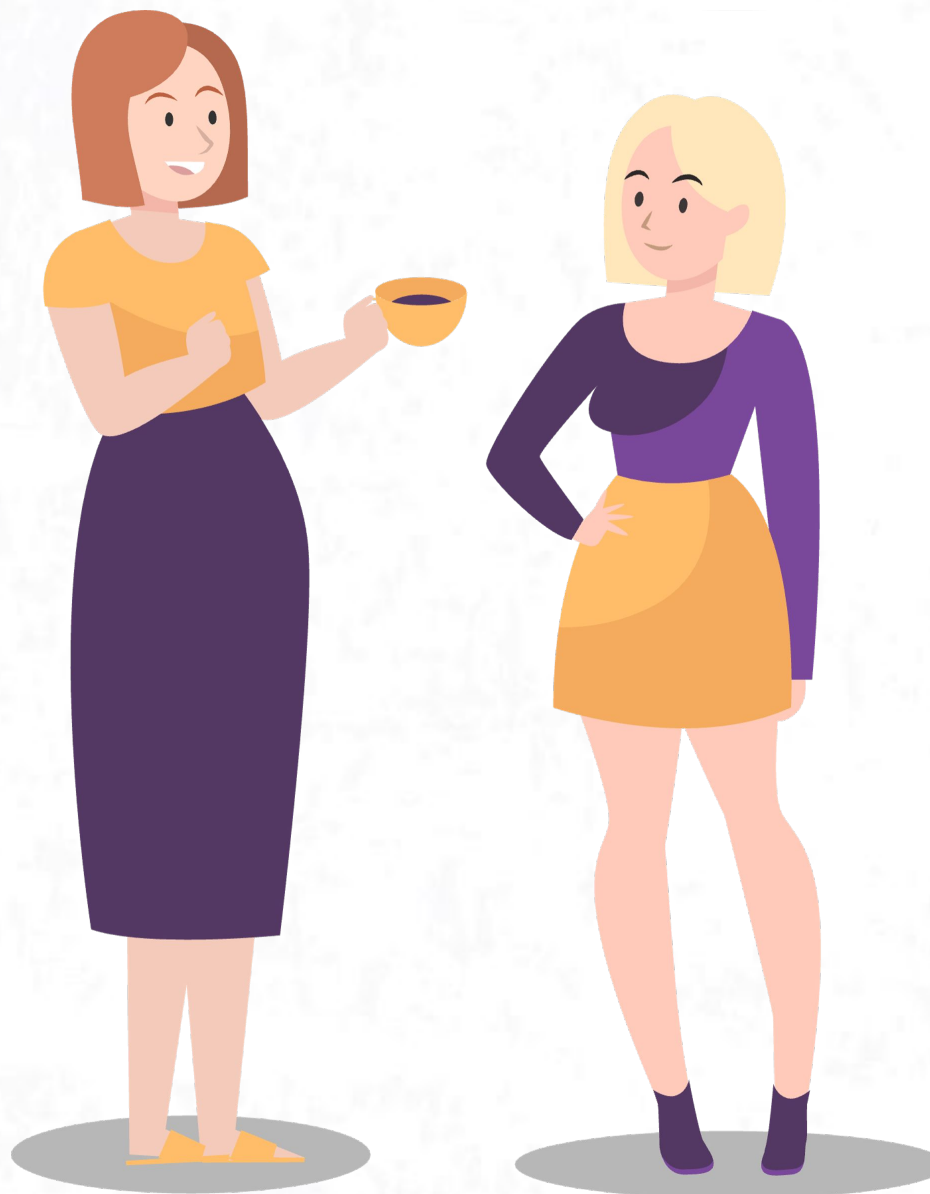
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HOW NON-VERBAL COMMUNICATION WORKS

Nonverbal cues complement a verbal message by adding to its meaning.

Nonverbal messages can substitute for verbal messages.



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Types of Nonverbal Communication

Facial expressions: A smile can convey warmth and approachability, while a frown might indicate disapproval or frustration.

Body language: Posture, gestures, and fidgeting can all send signals about our confidence, openness, or nervousness.

Eye contact: Maintaining eye contact can demonstrate attentiveness and engagement, while avoiding eye contact can suggest shyness or disinterest.

Vocal cues: The tone of voice, volume, and pace of speech can all influence the emotional tone of our message.

Touch: Depending on the context and cultural norms, touch can communicate various emotions, from warmth and affection to dominance or aggression.

Role of facial expressions in social interactions

Facial expressions engage various cognitive processes, evoking rapid responses and explicit recognition of emotions. Recent research comparing human and humanoid robot facial expressions suggests that while people can explicitly recognise robot expressions, they may not show automatic, implicit responses. Facial expressions are not just reflexive but also serve a communicative purpose, such as indicating empathy or intention to communicate, as seen in gestures like the eyebrow flash. These signals convey trustworthiness and signal importance to the receiver.



Facial Expressions



Happiness



Sadness



Anger



Fear



Disgust



Confused



Contempt



Thoughtful



Shy



Funny



Surprised



Excited

What is body language?

Success in personal and professional relationships hinges on effective communication, where nonverbal cues or "body language" often carry significant weight. Body language encompasses physical behaviour, expressions, and mannerisms, serving as a means of nonverbal communication, often expressed instinctively rather than consciously.



Body Language Types

What do they all mean?

70-93% of all communication is nonverbal. That means body language, posture, gestures and movements play a vital role in helping us understand how another person is feeling.



Angry



Ashamed



Embarrassed



Worried



Happy



Sad



Joyful



Satisfied



Guilty



Scared



Lonely



Proud



Skeptical



Furious



Depressed



Shocked



Enamored



Disappointed



Gloating



Surprised



Dreamy



Cheerful



Playful



Unemotional

The Importance of Body Language During Interviews



Candidates should possess the ability to manage their body language during interviews. Although interviewers primarily assess suitability based on spoken responses, they also often consider non-verbal cues. Experienced interviewers are adept at discerning these signals, which may subtly impact their decision-making process. Adhering to key principles of effective body language can leave a positive impression on interviewers.



Interpreting Body Language



Dr. Jeff Thompson emphasizes the significance of the three C's of nonverbal communication: context, clusters, and congruence. We've explored congruence, which involves aligning spoken words with body language and tone. Applying context involves grasping the situation, such as recognizing anxiety to understand why someone might seem tense during a fireworks display. Lastly, using clusters entails considering multiple expressions or movements to accurately interpret a person's body language.

Interpreting Body Language

Body language serves as a window into a person's emotional state. For instance, crossed arms often indicate defensiveness or dissatisfaction, even if the individual claims otherwise. Mastering body language is akin to acquiring a second language, aiding in discerning reality from perception.



Body Language in an Interview

What your body is saying?





Eye Contact



Facial expressions trigger cognitive processes, prompting quick recognition of emotions. Studies comparing human and humanoid robot expressions reveal that while people can recognise robot expressions consciously, they may not respond automatically. Facial expressions serve a communicative role, conveying empathy and signaling intention to communicate, as seen in gestures like the eyebrow flash, which convey trustworthiness and importance to the receiver.

Eye Contact



According to Conversation Aid, there are a few points that can summarise the importance of eye contact:

- Eye contact opens and closes communication
- Increased eye contact is associated with credibility and dominance
- Lack of contact and blinking are interpreted as submissive
- High status people are looked at, and look more while talking than listening
- Stares communicate hostility



Importance of Non-verbal Communication

For being an excellent communicator, a person needs to augment his/her verbal expressions with non-verbal ones. In non verbal communication messages are transmitted by vocal means, that does not involve language and 60% of all communication is non verbal.

Non-verbal behaviour is innate and learned and many of our non-verbal communication - such as expressing anger, happiness - are universal. However, some forms of non-verbal behaviour is cultural specific - for instance gestures. For instance, in certain Asian cultures, direct eye contact is perceived as a sign of competitiveness, whereas in western cultures not having direct eye contact, is misconstrued as lacking in self confidence.



Advantages of Non-verbal Communication



- The usage of non-verbal communication can clarify even the toughest message to understand.
- Sometimes, non-verbal cues can be more meaningful than the words themselves.



Non-Verbal Communication Tips for Managers

Non-verbal communication plays a crucial role in managerial effectiveness, influencing how messages are perceived and relationships are built within teams. Mastering non-verbal cues enhances leadership impact and fosters better workplace dynamics.

Body Language:

- Maintain open posture and relaxed gestures to appear approachable.
- Use nods and smiles to show understanding and encouragement.
- Avoid crossing arms or displaying tense expressions that may convey defensiveness.

Eye Contact:

- Establish and maintain eye contact to demonstrate attentiveness and sincerity.
- Adapt eye contact based on cultural norms and individual preferences.
- Balance eye contact across team members to ensure inclusivity and engagement.

Facial Expressions:

- Express emotions that align with the message being communicated.
- Be mindful of micro-expressions that may unintentionally convey conflicting emotions.
- Use facial expressions to reinforce verbal messages and convey empathy.

Non-Verbal Communication Tips for Managers

Personal Space:

- Respect personal space boundaries to avoid discomfort or perceived intrusion.
- Adjust proximity based on cultural norms and the nature of the interaction.
- Be mindful of team members' comfort levels and adapt accordingly.

Voice Tone and Volume:

- Modulate voice tone and volume to convey confidence and authority without appearing intimidating.
- Use a calm and composed voice during stressful situations to reassure team members.
- Adapt voice dynamics to match the context (e.g., speaking clearly in presentations vs. conversational settings).

Consistency and Congruence:

- Ensure consistency between verbal and non-verbal cues to build trust and credibility.
- Align body language with the message to enhance clarity and avoid misunderstandings.
- Practice self-awareness to maintain congruence in non-verbal communication across different situations.

Resources

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