

Name _____

Nonverbal Communication

All forms of communication except words. It includes sounds, body language, and environmental factors.

Functions of Nonverbal Communication

1. Relates to verbal communication - it often accompanies a person's words.
 - a. Reinforces a verbal message.
 - b. Contradicts verbal messages.
 - c. Acts as a substitute for a verbal message.
2. Conveys Emotional and relationship dimensions of a message.

Characteristics of Nonverbal Communication

1. Subconscious - nonverbal communication is most often sent on this level. We are often not aware of the messages we send nonverbally. We also process, interpret & respond on this level.
2. Contextual - it depends on the situation in which it occurs.
3. Ambiguous - this means that nonverbal messages are open to interpretation and are often confusing.
4. Cultural - A nonverbal message commonly used in one culture may send a completely different message in another culture.

Characteristics of a Positive Professional Image

1. Confidence - Having a strong voice with an attentive and positive attitude shows that you believe in yourself and your communication skills.
2. Poise - Comes from an understanding of communication situations and a strong sense of what is appropriate and correct. It sends out the message that you are in control of your communication and the situation you are in.
3. Assertiveness - Suggests a strong sense of purpose. It means you are confident in yourself, your opinions and beliefs and are not afraid to take a stand when necessary.
4. Immediacy - Being perceived as approachable, friendly and open. It is giving another your full attention.

Types of Nonverbal Communication

1. **Voice** - Human sound that is used to transmit language to others.

It has many characteristics:

Pitch - the highness or lowness in the sound of a voice.

Inflection - stressing or placing emphasis on certain words or phrases.

Volume - Level of loudness or softness in a person's voice.

Tone - A specific vocal quality.

Rate - How fast or slowly a person speaks.

Pause - brief period without sound. Helps provoke thought, develop curiosity or suspense, create a dramatic effect or raise questions.

Silence - longer period of suspended sound. It communicates a willingness to listen. It expresses approval, disapproval, apathy. It also shows courtesy, respect, or profound emotion.

Laughter - conveys humor, friendliness, acceptance and good feelings. It can also convey cruelty or sarcasm.

Vocalizations - sounds without words. Sighs, whines, throat clearing are examples. They send messages about a sender's feelings.

2. **Body Talk** - Visual messages we send with our physical presence.

It has several factors:

Personal Appearance - has a great impact on communication because of first impressions.

Dress - Your attire can add or detract from the image you want to project in social and professional contexts.

Grooming - It shows others whether or not you take pride in your appearance. It also implies that you want to look and be your best.

Kinesics - refers to the use of the body in communication.

Posture - Makes your clothes fit better, but gives you the air of confidence, poise and immediacy.

Muscular tone/tension - Shows your comfort level in situations.

Movement and Gestures - should be controlled with purpose.

Movement - the way you walk or move from one place to another.

Gestures - a movement of any part of the body that reinforces another message or acts as a substitute for speech. They are very cultural in nature.

Facial communication - one of the most noticeable and important aspects of nonverbal communication. It can display a wider range of emotions more accurately and immediately than any other form of body talk.

Eye communication - People use eyes to make contact with others, maintain and regulate interaction, and to provide space or distance.

Making **direct** eye contact often will be viewed as a sign of honesty and credibility.

3. **Environmental cues** - The way you use space, distance, and territoriality communicates messages about you and your relationships.

Spatial Communication - Your perception and use of space.

Intimate distance - up to 18 inches from your body. Communication in this range tends to be very personal.

Personal distance - 18 inches to 4 feet. Typically people allow friends, family members, and some coworkers to enter their personal space comfortably.

Social distance - four to twelve feet. The most appropriate distance for interpersonal and small group interactions in professional and social contexts.

Public distance - 12- 25 feet. Used in formal presentations.

Territory - People may identify a space or territory, claim it, and protect it as their own. Your space can send a variety of messages about you.

Touch - In recent years, rules and norms have taken a definite shift toward "Don't touch." Touching can be considered harassment and intimidation and can cause serious emotional and legal issues.

Time communication - How you manage your time is crucial.

How you use time sends strong message about **you**, your **perceptions** of others, your relationships with them and your **attitude** about responsibilities.

Artifacts - articles of adornment you use to decorate yourself or your surroundings.

Objects - all the materials you keep in your space or take with you.

Color - Associates a certain meaning or feeling.

Fragrance/Odor - The sense of smell is believed to provide the most direct link to the emotion center of the brain.