

# Communication Skills

Class IX , Session2: Non-Verbal Communication(  
IT #402)  
Period 3

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# Non-Verbal Communication

## Definition:

- Non-verbal communication is the message we send to others without using any words.
- We send signals and messages to others, through expressions, gestures and body postures.



*Figure 1.4: Non-verbal Communication*

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# Non-Verbal Communication

- In our day-to-day communication, it is observed that most of the communication is done using body movements (face, arms, movements, etc.) and voice control (Voice, Tone, pauses, etc.).

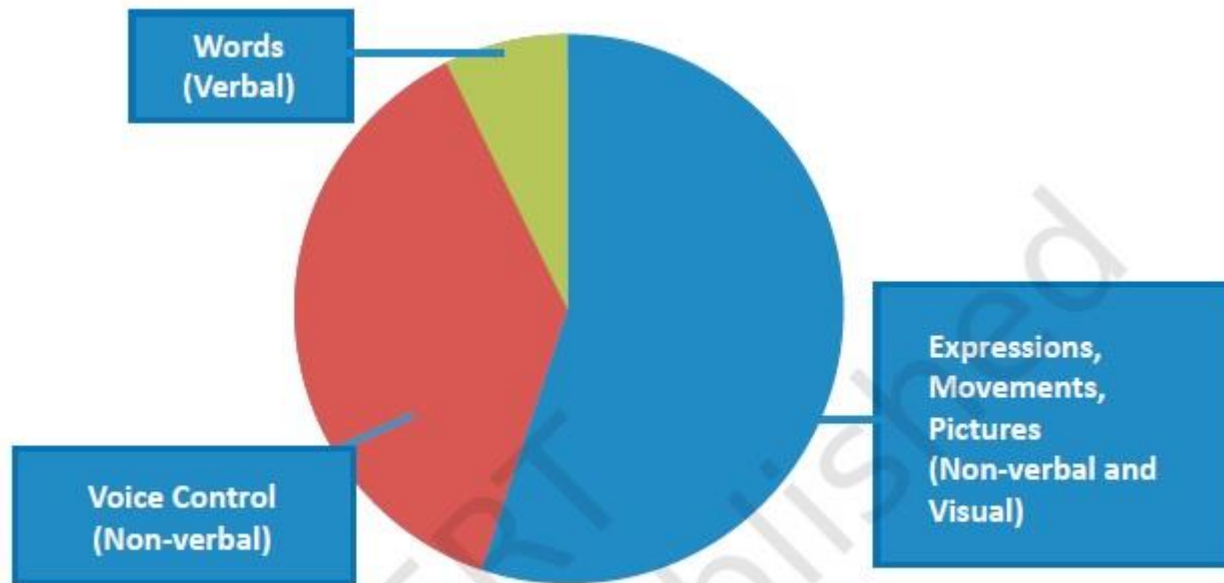


Figure 1.5: Methods of Communication

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# Non-Verbal Communication

## Non-Verbal Communication Exchanging information without words

Hand movements (gestures) and body language

- Raising a hand to greet
- Pointing your finger in anger



Expressions

- Smiling to show happiness
- Making a sad face when you are upset



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# Non- Verbal Communication

- Non-verbal communication makes our message stronger.
- Our message becomes more effective if we use the right gestures while communicating.
- If we know about non-verbal communication, we can understand our audience's reaction and adjust our interaction accordingly.
- Using the right gestures and postures is a sign of professionalism and etiquette.
- If verbal messages are obstructed by noise or distance, etc., we can use our hand movements to exchange messages. For example, placing a finger on the lips indicates the need for silence while nodding the head is the same as saying 'yes'.



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# Types of Non-verbal Communication

| Type   | What it implies  | How to make use of non-verbal communication effectively?   |
|--|--|--|
| <p>Facial Expression</p>  | <p>A facial expression many a times shows the feelings of a person. For example, when we are happy, we express it through a smile or when we are sad we show a gloomy face.</p>          | <ul style="list-style-type: none"> <li>• Keep your face relaxed</li> <li>• Try to match your expression with what you are saying</li> <li>• If you agree with something, you may nod while listening, which indicates that it has your assent</li> </ul> |
| <p>Posture</p>           | <p>Postures are positions of the body. They show our confidence and feelings. For example, straight body posture is seen as confidence. Holding your head may be taken as tiredness.</p> | <ul style="list-style-type: none"> <li>• Keep your upper body relaxed and, shoulders straight</li> <li>• Sit straight, rest hands and feet in relaxed position</li> <li>• Keep hands by your sides while standing</li> </ul>                             |

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# Types of Non-verbal Communication

## Gestures or Body Language



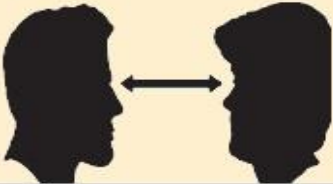


Gestures describe movements of parts of the body, especially hands or head, to express an idea or meaning. This includes waving, pointing and using our hands when speaking. For example, raising a hand may mean asking a question. Biting nails show nervousness.

- Avoid pointing at people with your finger
- Instead of keeping your hands in pocket while talking, try to keep your hands on the sides
- Bend your head a little while talking or listening to show that you are paying attention.

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# Types of Non-verbal Communication

|   |  |  |
|---|--|--|
| <p><b>Touch</b></p>          | <p>We communicate a great deal through our touch, such as shaking hands and patting on the back. For example, a firm handshake shows confidence. Sports coaches pat on the back of the players to encourage the players.</p> | <ul style="list-style-type: none"> <li>• Shake hands firmly</li> <li>• Avoid other touch gestures, such as stroking your hair, scratching your nose, tugging on your clothes, etc., during formal communication</li> </ul> |
| <p><b>Space</b></p>          | <p>The space between two persons while communicating, generally depends on the intimacy or closeness between them.</p>   | <ul style="list-style-type: none"> <li>• Maintain proper space' depending on the relationship, which could be formal or informal or the closeness with the person with whom you are talking</li> </ul>                     |
| <p><b>Eye Contact</b></p>  | <p>Maintaining an eye contact with the person you are talking indicates interest, whereas, looking away can make the other person feel ignored.</p>  | <ul style="list-style-type: none"> <li>• Look at the person who is speaking</li> <li>• Keep a relaxed, pleasant look</li> <li>• Break the look every few seconds</li> </ul>  |

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# Types of Non-verbal Communication

## Paralanguage



Paralanguage is the tone of our voice, speed and volume that makes a difference in the meaning of the communication. Speaking too fast may show excitement or nervousness. Speaking too slow may show seriousness, sadness or making a point.

- Use a proper tone and volume while speaking
- Maintain a moderate rate (speed) of talking

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# Visual communication

- Visual communication involves sending and understanding messages only through images or pictures.
- The main advantage of this type of communication is that a person do not need to know any particular language for understanding it.
- It is simple, easy to understand and remains consistent across different places.

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# Examples of Visual Communication

| Visual Communication: Exchanging Information through Images        |   |   |   |
|--|---|---|---|
| Traffic symbol which communicates not to blow horn                 |    | Traffic Lights—Red for Stop; Yellow for Wait and Green for Go |    |
| Sign for ladies and gents toilet                                   |    | Sign showing railway crossing                                 |    |
| Sign for flammable substances                                      |    | Sign for slippery surface                                     |    |
| Sign used to pause a video or audio file in smartphone or computer |  | Sign which communicates that the area is a no smoking zone    |  |

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- **A. Multiple choice questions**

**Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.**

1. Which of these is a positive (good) facial expression?
  - A. Staring hard
  - B. Nodding while listening
  - C. Wrinkled forehead
  - D. Looking away from the speaker
2. What does an upright (straight) body posture convey/ show?
  - A. Shyness
  - B. Fear
  - C. Confidence
  - D. Intelligence

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# Home Assignment

3. Which of these is not an appropriate non-verbal communication at work?
  - A. Putting arm around a coworker's shoulder
  - B. Shaking hands firmly
  - C. Looking at the speaker with a smile
  - D. Standing with an upright posture
4. When you are preparing for a presentation, you should \_\_\_\_\_.
  - A. focus on the objectives of the presentation
  - B. practice your speech in front of a mirror or friend
  - C. do rehearsals to time your presentation of slides
  - D. All of the above

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# Home Assignment

**B. Put a × mark against the actions below which are incorrect**

- A. for demonstrating the use of non-verbal communication
- B. Laughing during formal communication
- C. Scratching head
- D. Smiling when speaking to a friend
- E. Nodding when you agree with something
- F. Standing straight
- G. Yawning while listening
- H. Sitting straight
- I. Maintaining eye contact while speaking
- J. Biting nails
- K. Firm handshake
- L. Clenching jaws
- M. Looking away when someone is speaking to you
- N. Intense stare

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## C. Short answer question:

1. Give examples of any four common signs used for visual communication.

# THANKING YOU

# ODM EDUCATIONAL GROUP