

# Engaging in Non-verbal Communication

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# Nonverbal Codes

- Nonverbal messages are less precise than verbal messages
- Nonverbal messages function as a “silent Language,” imparting meanings in subtle ways
- Most nonverbal messages are continues and natural

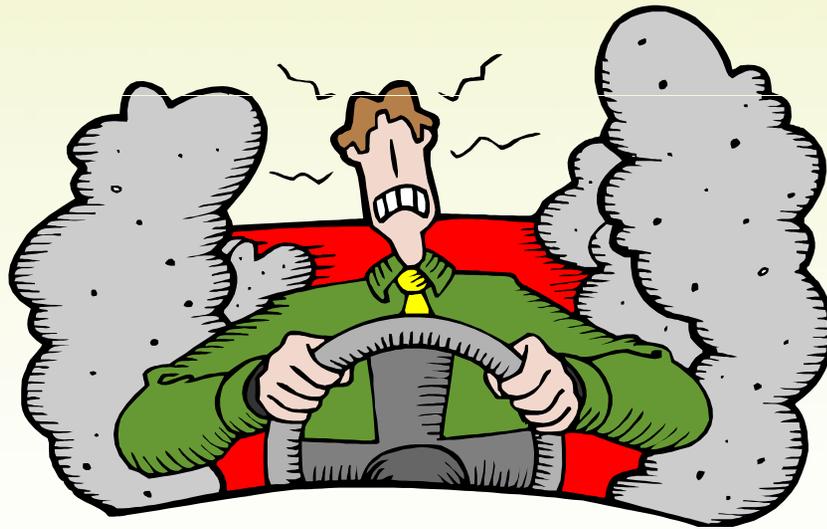
# Nonverbal vs. verbal



When nonverbal and verbal messages are inconsistent, we tend to believe the nonverbal.

# Cultural Universals

- “Standard” nonverbal cues throughout cultures
- Shoulder shrug, facial expressions, need to be territorial



# Principles of Nonverbal Communication

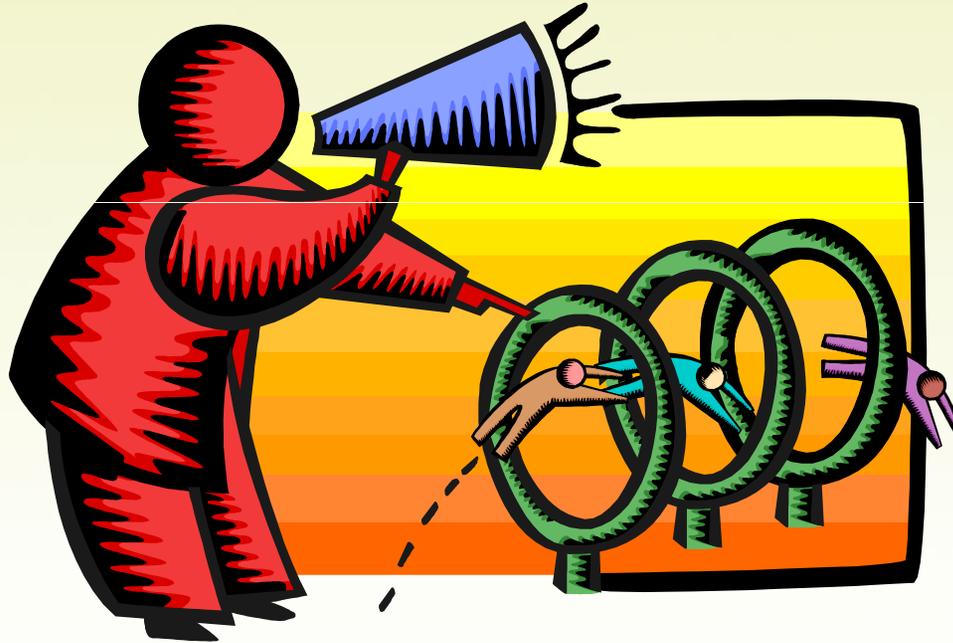
- May supplement or replace verbal communication
- May regulate interaction
- May compliment verbal messages by clarifying, explaining, reinforcing and repeating
- Are often used to accent the verbal message
- May reflect and express cultural values

# Cultural Variations

- Nonverbal messages must be interpreted in the context or framework of the culture in which it occurs
  - Cultures differ in regards to behaviors enacted (i.e., body positions, eye contact)
  - Cultures have unique sets of *rules* that govern which nonverbal expressions are required, preferred, enacted and the like ..
  - Cultures vary in interpretations of meanings of particular nonverbal behaviors

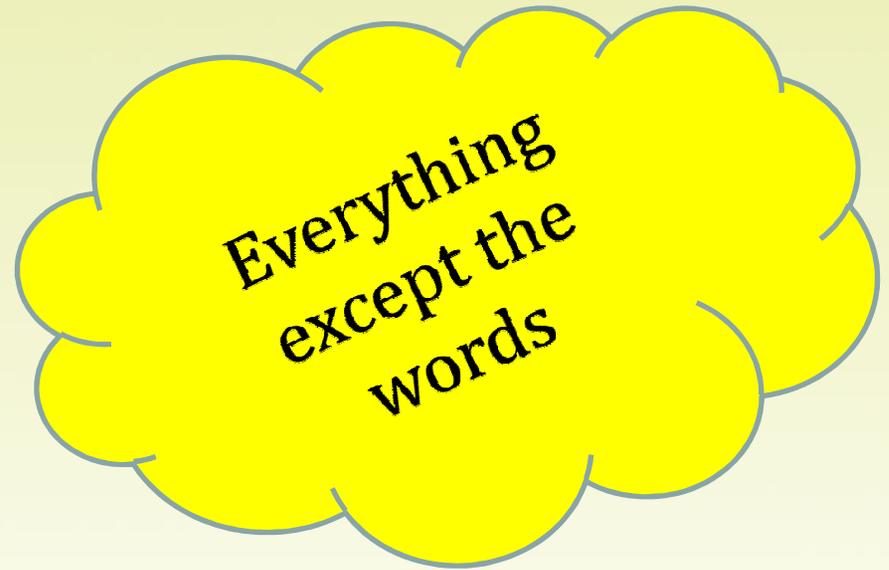
# Cultural Variations

- Nonverbal behaviors are *learned* through direct observation



# Types of Non-verbal Behavior

- Kinesics (body motion)
- Haptics (touch)
- Physical appearance
- Olfactics
- Artifacts
- Proxemics and personal space
- Environmental factors
- Chronemics (time)
- Paralanguage
- Silence





# Kinesics

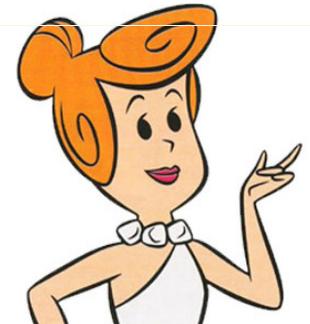
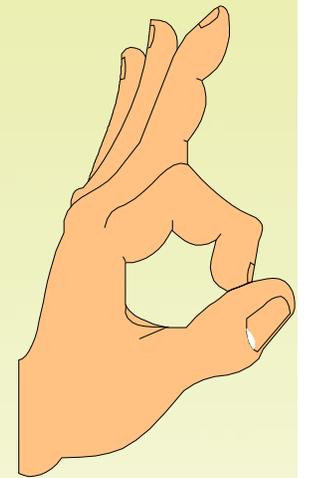


■ Body position & body motions, including those of the face

- Body posture
- Gestures
- Facial expressions: eyebrow lips
- Eye contact

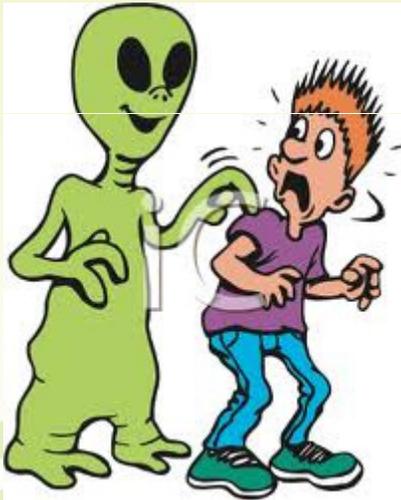


# Kinesics



# Haptics

- Physical touch: touching and being touched are essential to healthy life



# Haptics

- Men tend to use touch to assert power and control

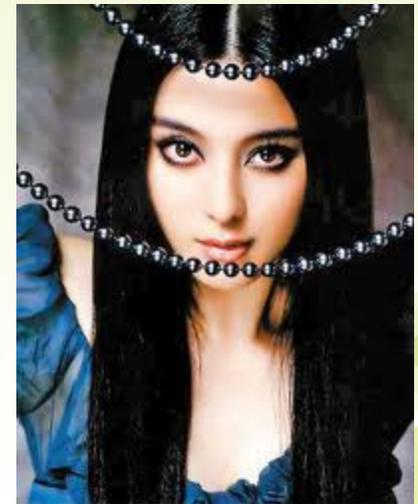
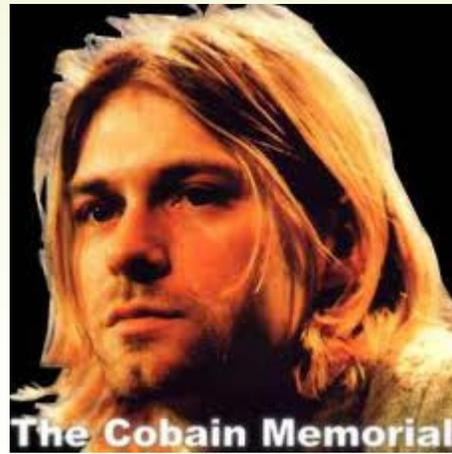
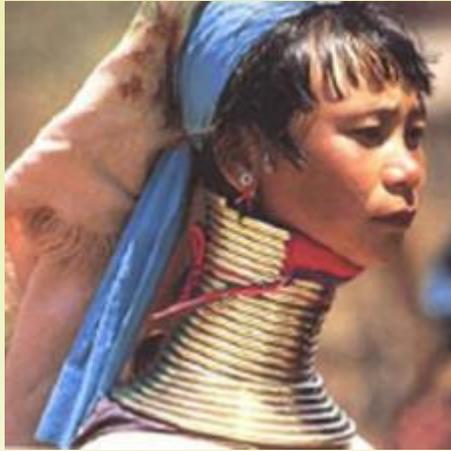


- Women are more likely to use touch to show liking and intimacy



# Physical appearance

- Physical qualities such as sex, skin color, and size
- People tend to make inferences about others' personalities based on physical appearance.
- Ideals for physical appearance vary across cultures.



# Olfactics

## ■ Our perception of odors and scents



u28726745 [RF] © www.visualphoto.com



# Olfactics



# Artifacts

- Personal objects we use to announce our identities and to personalize our environment



# Artifacts

- We also use artifacts to express cultural and ethnic identities



# Artifacts

- Artifacts may also be used to announce professional identity



# Artifacts

- We also use artifacts to define settings and personal territories



# Proxemics and Personal Space

- Space and how we use it
- Every culture has norms for using space.
  - Americans interact with acquaintances from 4' to 12' and within 18" or less for close friends or intimates.
  - In China families often share bathrooms and kitchens with other families.
- People who want to even out power seek out neutral territory.
  - Greater space may be assumed by those with higher status.
  - Those with greater power often invade others' territory.

# Proxemics and Personal Space

- How people arrange space reflects how close they are and whether they want interaction.
  - Home furniture arranged comfortably and close invites conversation.
  - Offices with seating open rather than a desk separating people invites interaction.
- Restaurants can arrange seating to encourage people to spend time or to eat quickly and leave.

# Proxemics and Personal Space



# Proxemics and Personal Space

- <http://pjlighthouse.com/google-office-in-new-york/>

# Environmental factors

- Elements of setting that affect how we feel, think, and act



# Chronemics

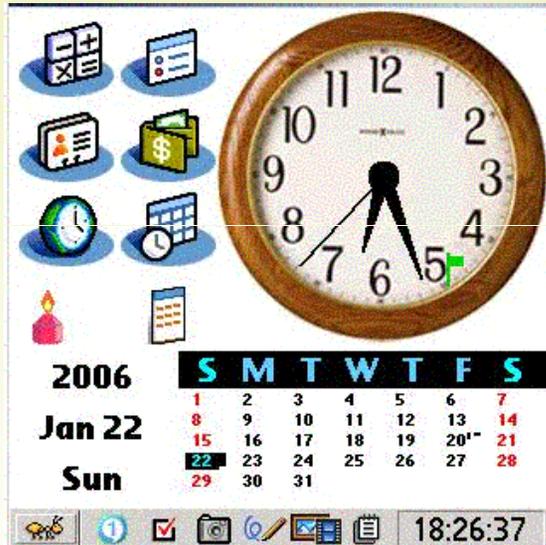
■ How we perceive and use time to define identities and interaction, react to others' management of time

- Duration
- Activity
- Punctuality



# Chronemics

- Different cultures have different attitudes toward time and speed



# Paralanguage

- Sounds (gasps and murmurs)
- Vocal qualities
  - Volume
  - Rhythm
  - Pitch
  - Inflection
- How we pronounce words
- The accents we use
- Complexity of our sentences

# Silence

- Lack of communicated sound

