Chapter 4: Nonverbal Communication

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2nd hour
Learning Objectives

- Distinguish between verbal and nonverbal communication.
- Use body language to reinforce your verbal message.
- Recognize when someone is not telling the truth.
- Explain how the same gesture can have different meanings in different cultures.
Vocabulary

Nonverbal Message
-Facial expressions and body language used to convey messages not spoken

Body Language
-The way one uses his or her body to send messages

Eye Contact
-A device speakers use whereby they look directly into theirs listeners eyes in order to emphasize a point or to show how strongly they feel about something

Tone of Voice
-The pitch and timbre (distinctive tone) of a person’s voice

Gesture
-A moment of part of the body, especially a hand or the head, to express an idea or meaning

Personal Space
-The physical space immediately surrounding someone, into which any encroachment feels threatening to or uncomfortable for them
Vocabulary continued...

Intimate Distance
-Primarily for confidential exchanges and is almost always reserved for close friends

Personal Distance
-Comfortable for conversation between friends

Social Distance
-The ordinary distance people maintain from one another for most social and business exchanges

Public Distance
-Happens perhaps in a shopping mall or on street, people barely acknowledge each other’s presence. At most, there will be a exchange of nods or shake of the head
Section 1: Body Basics
Body language is also referred to as silent language. Nonverbal communication helps us understand how others react to our ideas.

- If someone crosses their arms or legs while you're speaking, they may feel threatened.
- If a listener opens their hand towards you, you may expect them to agree to what you are saying, or at least be sympathetic.

-Body language and gestures have different meanings wherever you go in the world.
- In business, body language always wins over verbal communication.

Did You Know? Our faces can make up to 250,000 expressions.
Body language is important for numerous reasons, but to just name a few:
- People tend to remember more of what they see than what they hear
- It helps to recognize the truth. When words and body language is consistent people will believe what is being said to them
- Feeling can spill out in the form of body language. Such as if a speaker gets angry and begins to raise their voice or turn away from their audience
# Learning to Read Body Language!

<table>
<thead>
<tr>
<th>Positive Body Language</th>
<th>Negative Body Language</th>
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<tbody>
<tr>
<td>- Relaxed posture</td>
<td>- Body tension</td>
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<tr>
<td>- Arms relaxed</td>
<td>- Arms folded</td>
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<tr>
<td>- Good eye contact</td>
<td>- Speaking hand to mouth</td>
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<tr>
<td>- Nodding agreement</td>
<td>- Fidgeting</td>
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<tr>
<td>- Smiling at humor</td>
<td>- Yawning</td>
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<tr>
<td>- Leaning closer</td>
<td></td>
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<tr>
<td>- Using gestures</td>
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Effectively Using Body Language!

- Body language is usually seen as a reflection of what a person is feeling.
- If you change your body language, you can change your feelings as well.
- The principle that changing your body language can change your feelings has two principles:
  1. You can make yourself look and feel better by using positive body language.
  2. Body language is contagious.

~your positive body language can gradually affect the behavior of those around you.
Section 2: Interpreting Nonverbal Messages
Learning to read body language is complicated since most people often express different and even contradictory messages in their verbal and nonverbal behaviors.

People try to “massage their message” sometimes, meaning they attempt to use their bodies to disguise their real feelings.

Who we really are and what we really mean come out in what we say, the way we say it, and the way our bodies act.
Tips On Reading the True Meaning Of Nonverbal Communication

- Don’t just look, but observe!
- Consider the person’s normal physical and verbal behavior patterns, and be alert for variations from those norms.
- Remember that one signal alone may mean nothing; what you’re looking for are clusters of signals.
Facial Expressions

- We pay most attention to the face because of its visibility.
- Even though the face is capable of hundreds of distinct movements and communicating many emotional states, only six seem to cause most expressions, which are:
  - Surprise, fear, anger, disgust, happiness, and sadness
- No single area is allocated to certain emotions, but for any given emotion, there are certain features that are more important to the emotion.
Examples

- The nose-cheek-mouth area is most important for showing disgust.
- The eyes and eyelids are most important for fear.
- Sadness can be detected or expressed best in the brows and forehead.
- Happiness is found in the cheeks and mouth.
Tone of Voice

- Offers a valuable clue to a speaker’s feelings.
- Pitch & timbre of someone's voice and the pauses and rhythms of a voice can express things the words cannot themselves.
Oh.
Rate of Speech

- Tells us about the speaker’s feelings
- For example, people talk fast when they are anxious or excited or when trying to persuade us or sell us something.
- People tend to talk more slowly when they are depressed, disgusted, or simply tired.
How To Tell When Someone Is Lying

- The easiest part of the body to control are those whose actions we are most aware of, i.e. smiles, frowns and facial expressions as a whole.
- On the other hand, general postures can be very revealing because we are not fully conscious of them.
Behaviors During Moments Of Deception

- Decreased Hand Activity.
  - When you are not being truthful, you may snes that your hands will give you away, so you suppress them.
- Increased Face Touching.
  - The frequency of face touching increases when you are lying.
- Stiff And Rigid Posture.
  - Most people move less when they are lying and their movements become less fluid.
- Increased Body Shifting.
  - When uncomfortable about something you begin to shift your body more as a result of your brain’s overwhelming desire to escape the situation.
Section 3: Multicultural Messages
What Are Multicultural Messages?

- Messages that when taken out of context can be misunderstood by another race or culture.
Why are they important?

- Some body language means different things in other cultures.
- Nonverbal communication is mostly involuntary.
- Missed opportunities (Especially in business environments).
How Do I Break This Barrier?

- Embrace the differences
- Use “Safe” gestures
- Study what is and isn't acceptable beforehand.
Video
Skit & Game

https://create.kahoot.it/share/nonverbal-communication/85738307-42f8-d4ed-b7b7-4001eb0f152