Nonverbal Communication

“What you are speaks so loudly that I cannot hear what you say.”
-Ralph Waldo Emerson
Definition

- Nonverbal Communication
  - Behavior other than written or spoken language that creates meaning for someone
8 Nonverbal Codes

- Kinesics: use of the body and face; “body language”
  - Gestures
  - Movement
  - Orientation
  - Eye Contact
  - Facial Expressions
8 Nonverbal Codes

- Vocalics: use of the voice; “paralanguage”
  - Rate
  - Pitch
  - Volume
  - Laughter
  - Screams
  - Silence
8 Nonverbal Codes

- **Proxemics: use of space**
  - **Personal Space**
    - How close or far you are from others
  - **Territory**
    - Area that we have control over
Levels of Personal Space

Social Space = 4 ft to 12 ft

Public Space = 12 ft and above

Personal Space = 1.5 ft to 4 ft

Intimate Space = 0 ft to 1.5 ft
8 Nonverbal Codes

- Haptics: use of touch
  - Meaning found in:
    - Location
    - Length
    - Type
8 Nonverbal Codes

• **Chronemics: use of time**
  • *Wait Time*
  • *Quality Time*
  • *Monochronistic*
    • One thing at a time
  • *Polychronistic*
    • Multitasking
8 Nonverbal Codes

- **Physical Appearance: the way one looks**
  - **Natural features**
    - Hair type/color
    - Body type
    - Height/Weight
    - Facial Features
8 Nonverbal Codes

• Physical Appearance (cont.)
  • Body Adornments
    • Make-Up
    • Tans
    • Tattoos
    • Clothes
    • Jewelry
8 Nonverbal Codes

- **Artifacts and Environment:** everything that creates context
  - Lighting
  - Color
  - Temperature
  - Furniture
8 Nonverbal Codes

- Olfactics: the use of smell
Greetings around the world

United States--Handshake

Mediterranean---hug
Continued

Asians—bow

Maori—rub noses
Characteristics

Nonverbal communication

- Cultural
  - Symbols Differ In meaning
- Subconscious
  - Not Aware
- Contextual
  - Depends on Situation
- Ambiguous
  - No Specific Meanings
## Liar, Liar...

<table>
<thead>
<tr>
<th>Nonverbal Cue</th>
<th>Honest</th>
<th>Dishonest</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Voice</strong></td>
<td>Smooth, Normal Rate</td>
<td>Frequent pausing--thinking</td>
</tr>
<tr>
<td><strong>Facial Expressions</strong></td>
<td>Genuine Smile</td>
<td>Long, Phony smiles</td>
</tr>
<tr>
<td><strong>Gestures</strong></td>
<td>Less likely to fidget</td>
<td>Fidgets with objects</td>
</tr>
<tr>
<td><strong>Eye Contact</strong></td>
<td>Natural Gaze</td>
<td>Increased blinking</td>
</tr>
</tbody>
</table>
Functions

Emotions

Nonverbal

Simultaneous

Reliable
Emotions

- As little as 7% of our emotions are communicated verbally
  - Meaning: 93% of our emotions come through in nonverbal communication
- Most of our emotional communication can be seen on our faces
Reliable

• Nonverbal communication develops in humans before our verbal ability
  • Think about what happens when children are first born...
Simultaneous

• Nonverbal communication helps us...
  • Decode verbal messages by serving as clues
• Many nonverbal actions can occur at one time
  • Facials, vocalics, kinesics all work together at the same time