

Communication Skills

Class X , Ch-1 Communication Skills: II(IT #402)

Session 3: Non-Verbal Communication

By : Gitashree Nayak

Mob No. : 9439656911

CHANGING YOUR TOMORROW

Learning Outcome of this Session

Student could able to understand:

- What is Non-verbal Communication?
- Importance of Non-verbal Communication.
- Types of Non-verbal Communication.
- Visual Communication

Introduction

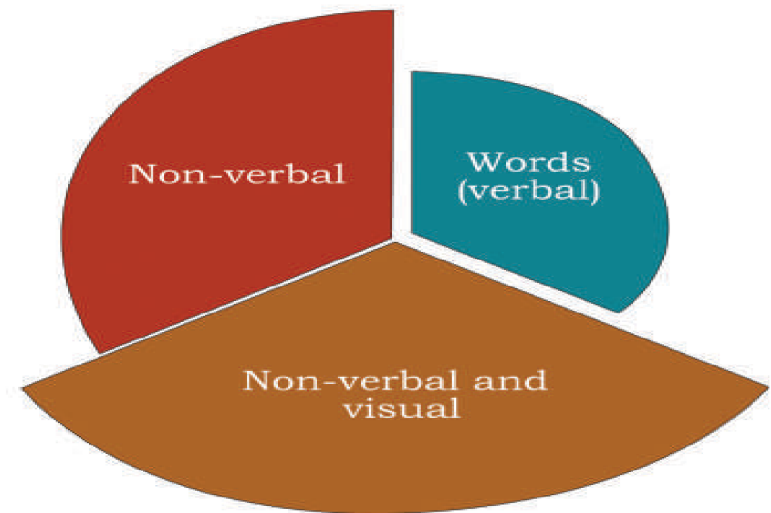
- Non-verbal communication is the expression or exchange of information or messages without using any spoken or written word.
- In other words, we send signals and messages to others, through expressions, gestures, postures, touch, space, eye contact and para language.



Fig: 3.1 Non-verbal communication

Importance of Non-verbal Communication

- In our day-to-day communication 55% communication is done using body movements, face, arms, etc.
- 38% communication is done using voice, tone, pauses, etc.
- only 7% communication is done using words.
- Around 93% of our communication is non-verbal.



Communication




Non-verbal Communication

Non-Verbal Communication		
Gestures	<ul style="list-style-type: none"> Raising a hand to greet or say goodbye Pointing your finger at someone 	
Expressions	<ul style="list-style-type: none"> Smiling when you are happy Making a sad face when you are sad 	
Body Language	Postures by which attitudes and feelings are communicated. Standing straight, showing interest.	



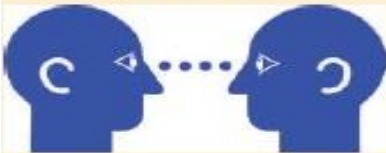

Non- Verbal Communication

- 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'.

Types of Non-verbal Communication

Type	What it means	How to use effectively?
<p>Facial Expressions</p> 	<p>Our expressions can show different feelings, such as Happiness, Sadness, Anger, Surprise, Fear, etc.</p>	<ul style="list-style-type: none"> • Smile when you meet someone. • Keep your face relaxed. • Match your expressions with your words. • Nod while listening.
<p>Posture</p> 	<p>Postures show our confidence and feelings. For example, a straight body posture shows confidence while a slumped posture is a sign of weakness.</p>	<ul style="list-style-type: none"> • Keep your shoulders straight and body relaxed. • Sit straight while resting your hands and feet in relaxed position. • While standing, keep your hands by your sides.
<p>Gestures or Body Language</p> 	<p>Gestures include body movements that express an idea or meaning. For example, raising a hand in class to ask a question and biting nails when nervous.</p>	<ul style="list-style-type: none"> • Keep your hands open. • Avoid pointing your finger at people. • Tilt your head a bit to show that you are attentive.

Types of Non-verbal Communication

<p>Touch</p> 	<p>We communicate a great deal through touch. For example, a firm handshake to display confidence and pat on the back to encourage someone.</p>	<ul style="list-style-type: none"> • Shake hands firmly while meeting someone. • Avoid other touch gestures during formal communication.
<p>Space</p> 	<p>Space is the physical distance between two people. The space between two persons while communicating, generally depends on the intimacy or closeness between them.</p>	<ul style="list-style-type: none"> • Maintain proper space depending on the relationship, which could be formal or informal or the closeness with the person with whom you are talking.
<p>Eye Contact</p> 	<p>The way we look at someone can communicate a lot. Eye contact shows that we are paying attention to the person as opposed to looking away, which can make the other person feel ignored.</p>	<ul style="list-style-type: none"> • Look directly at the person who is speaking. • Avoid staring; keep a relaxed look. • Maintain eye contact with intermittent breaks.
<p>Paralanguage</p> 	<p>How we speak affects our communication and includes the tone, speed and volume of our voice. For example, talking fast may show happiness, excitement or nervousness while speaking slow may show seriousness or sadness.</p>	<ul style="list-style-type: none"> • Use a suitable tone and volume • Maintain a moderate speed while talking

Visual Communication

- Visual communication proves to be effective since it involves interchanging messages only through images or pictures and therefore, you do not need to know any particular language for understanding it. It is simple and remains consistent across different places.

Examples of Visual Communication

Visual Communication: Exchanging Information through Images

Under construction



No pets allowed



No parking zone



No entry



Danger warning



Radiation/biohazard warning



Under CCTV surveillance



No mobile phone



Home Assignment

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) Frowning while concentrating
 - (b) Maintaining eye contact
 - (c) Smiling continuously
 - (d) Rolling up your eyes
2. What does an upright (straight) body posture convey or show?
 - (a) Pride
 - (b) Professionalism
 - (c) Confidence
 - (d) Humility
3. Which of these is NOT an appropriate non-verbal communication at work?
 - (a) Keeping hands in pockets while talking
 - (b) Talking at moderate speed
 - (c) Sitting straight
 - (d) Tilting head a bit to listen

Home Assignment

4. Which of the following statement is true about communication?
- (a) 50% of our communication is non-verbal
 - (b) 20% communication is done using body movements, face, arms, etc.
 - (c) 5% communication is done using voice, tone, pauses, etc.
 - (d) 7% communication is done using words
5. Put a X mark against the actions below which are examples of bad non-verbal communication.
- Laughing during formal communication
 - Scratching head
 - Smiling when speaking to a friend
 - Nodding when you agree with something
 - Standing straight
 - Yawning while listening
 - Sitting straight
 - Maintaining eye contact while speaking
 - Biting nails
 - Firm Handshake
 - Clenching jaws
 - Looking away when someone is speaking to you
 - Intense stare

THANKING YOU
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