

Non-verbal communication may be classified along the following modes of expression:

Kinesics: Kinesics is the study of communication through body movements and facial expressions (Hodgetts, 1987). These movements and expressions are used to convey certain messages to others. Some common forms of such expressions are:

Gestures: A deliberate body movement used to convey a message is known as gesture. In ordinary course of life people use different gestures like nod of head, wave of hand etc. your handshake with others and greeting style shows your closeness to others. The most important thing is to make gestures natural, varied, meaningful, and visible.

Facial expressions: Face can express a great range of emotions. The entire face is expressive, especially the eyes. We can communicate a lot through facial expressions like a smile, laugh, sorrow etc. your face is probably the most expressive part of your body and one of the most important focal points for non-verbal communication (Stewart and Logan, 2002). Most of the times people are unaware of how much they rely on face to give and get information.

Proxemics: Proxemics is the study of how people see physical space to communicate something to others. For example, space and distance among the interactants in a meeting express their position and the nature of discussion i.e. formal or informal. A well furnished office indicates the status of the officer sitting there. It reflects his/her authority and power. One may easily identify the chief guest of a programme simply by having a look at the seating arrangement. The physical space between two individuals may indicate their status and the nature of their relationships with each other. We often stand closer to our peers than to persons with lower or

higher status. Stewart and Logan (2002) have indicated four categories of physical distance i.e. intimate distance (contact to 18 inches) personal distance (1.5 to 4 feet), social distance (4 to 12 feet), and public distance (12 to 25 feet). The space, location and construction of a house may communicate many things about its residents.

Chronemics: Chronemics or our use of time is often overlooked dimension of non-verbal communication. Suppose a doctor gives an extra ordinary time to check a patient, this may signify the importance given by the doctor to the patient. A phone call received during odd time (say late night) may imply that there is something unusual, whereas a call received during normal timings would be of no surprise. An emergent meeting arranged at a very short notice would convey a message that there is something urgent and of serious nature to be discussed in the meeting.

Haptics: Haptics involve the use of touch in communication. One may get a message that something is hot or cool, hard or soft and so on. A doctor may diagnose through the sense of touch that the patient is suffering from fever. A soil scientist may identify the soil type simply through touch. One may assess the quality of a cloth through touching.

Silence: Apparently silence means no response, but no response is also a response. Silence is considered to be a very powerful communication tool. It communicates just as intensely as anything you verbalize (Joworcki, 1993 cited in DeVito, 1997). It can have both positive and negative meanings. It can show your pleasure or displeasure. Silence may indicate the importance of the matter under discussion. It may signify the credibility and competence of the speaker or it may mean that the listeners are listening carefully and attentively.

Personal appearance: Personal appearance and the dress may convey the message about the nature and importance of the occasion. The way we dress is perceived by others as an

indicator of certain personality traits. The presence of jewellery and its style may indicate the age, wealth, status and thoughts of a woman.