

Nonverbal Communication

**Actions speak louder
than words.**

Nonverbal Communication

- **Parts of Communication**
 - **Spoken Words.**
 - **Vocal Tone.**
 - **Nonverbal communication - body language, facial expressions, gestures, etc...**

- **SW - VT - NvC**
- **07% - 38% - 55% (High)**
- **28% - 34% - 38%**

What is Nonverbal Communication?

- **Nonverbal communication (NvC) is the part communication that is not words.**
- **Intentional and unintentional.**
- **Often speakers / listeners are not aware of the messages they are sending.**

What is Nonverbal Communication?

Nonverbal Communication includes:

touch, glance, eye contact, vocal tone, proximity, gestures, facial expression, pauses - silence, dress, posture, smell, sounds

What is Nonverbal Communication?

NvC varies from culture to culture.

Facial expressions of anger, fear, joy, sadness and surprise are universal.

Why is non-verbal communication important?

- **Used to communicate emotions.**
 - **Sadness, joy, happiness, hatred, etc...**
- **Nonverbal cues are more reliable.**
 - **They are more truthful.**
- **Nonverbal cues are continuous.**
 - **Happens during listening and speaking.**

Why is non-verbal communication important?

- **Used to repeat the verbal message.**
 - **Point in a direction while stating directions.**
 - **Look under the table.**
- **Used to emphasis a verbal message.**
 - **Stress words gives further meaning to the message.**
 - **You MUST go to BILLA. ALL the bread is FREE today.**

Why is non-verbal communication important?

- **Used to complement the verbal message**
 - **A nod reinforces a positive message.**
 - **Rolling eyes can indicate frustration.**
- **Used to regulate interactions**
 - **Tells when the other person should speak or not speak.**
 - **When looking off to side while speaking, means the speaker is thinking and the listener should not begin speaking.**

Why is non-verbal communication important?

- **Used to substitute for the verbal messages**
 - **Gestures - finger to lips to indicate to be quiet - a wave “hello” or “good-bye”**
 - **Facial expressions - a nod instead of a yes**

Why is nonverbal communication important?

- **Used to determine contradiction**
 - **Is the person lying?**
 - **Are the words saying one thing but the body language saying another?**

Cultural Differences in Nonverbal Communication

- **Nonverbal communication is especially important in intercultural situations.**
- **Nonverbal differences account for difficulties in communicating.**

Cultural Differences in Nonverbal Communication

- **General Appearance and Dress**
 - **All cultures make judgments based on looks and dress.**
 - **Facial hair on men.**
 - **Length of women's and men's hair.**
- **Cultural standards on what is attractive and what constitutes modesty vary.**

Cultural Differences in Nonverbal Communication

- **Posture**

- **Bowing - not done in US; shows rank in Japan**
- **Slouching - rude in most Northern European areas**
- **Hands in pocket - disrespectful in Turkey**
- **Sitting with legs crossed - offensive in Ghana, Turkey)**
- **Showing soles of feet - offensive in Thailand, Saudi Arabia**

Cultural Differences in Nonverbal Communication

Gesturing

- **Impossible to name them all. (700,000 possible)**
- **Varies from culture to culture.**
- **Some cultures are animated; other restrained.**
- **Restrained cultures often feel animated cultures lack manners.**
- **Animated cultures often feel restrained cultures lack emotion or interest.**

Cultural Differences in Nonverbal Communication

Gesturing

- **Pointing**

US with index finger

Germany with little finger

Asian cultures with entire hand

- **Counting**

Thumb 1 in Germany and US

Pinkie (5th finger) 1 in Ukraine

Middle finger for 1 in Indonesia.

Cultural Differences in Nonverbal Communication

Facial Expressions

- **Varies from culture to culture.**
- **Universal meaning for smiling, crying, or showing anger, sorrow, or disgust.**
- **However, the intensity varies from culture to culture.**

Cultural Differences in Nonverbal Communication

- **Asian cultures suppress facial expression as much as possible.**
- **Mediterranean (Latino / Arabic) cultures exaggerate grief, sadness, joy...**
- **American men hide grief or sorrow.**
- **Too much smiling is viewed in as a sign of being mentally ill.**
- **Women smile more than men.**

Cultural Differences in Nonverbal Communication

Eye Contact and Gaze

- **Degree of attention or interest**
- **Regulates interaction**
- **Communicates emotion**

Cultural Differences in Nonverbal Communication

- **Western cultures — see direct eye to eye contact as positive**
- **Arabic cultures make prolonged eye-contact. — to show interest and truthfulness of the other person.**
- **Japan, Africa, Latin American, Caribbean — avoid eye contact to show respect.**

Cultural Differences in Nonverbal Communication

Touch

- **Touch is culturally determined**
- **Every culture has rules about a clear what parts of the body one may not touch.**
- **Touch protects, supports, and disapproves - hug, kiss, hit, kick.**

Cultural Differences in Nonverbal Communication

- **USA: handshake is common and hugs/kisses for family and close friends.**
- **Islamic and Hindu: usually don't touch with the left hand. To do so is a social insult.**
- **Islamic cultures: usually don't approve of any touching between genders - even hand shakes.**

Cultural Differences in Nonverbal Communication

Smell

- **USA - Consider natural body odor as offensive.**
- **Arabic - Consider natural body odors as normal.**
- **Asian cultures (Filipino, Malay, Indonesian, Thai, Indian) stress frequent bathing.**