

Nonverbal Communication I

Is it possible to communicate without words?

Studies show that over half of your message is carried through nonverbal elements:

- Your appearance
- Your body language
- The tone and
- the pace of your voice.

Nonverbal Communication II

We know the importance of “first impression”

But first impressions happen everytime we initiate the communication.

Before someone processes our verbal messages,

- She has taken in our appearance,
- Registered our enthusiasm and sincerety
- Noted our tone of voice and processed all into nonverbal message.

Nonverbal Communication III

- If this message reinforce the content of verbal one, it means we send a powerful message.
- If the two messages do not match, they may cancel each other and that means no messages delivered.
- Nonverbal communication part of this training is for learning how to create a powerful nonverbal message that will support your verbal content.

Projecting a Powerful Image I

How would you like to sound?

How would you like to look?

How did you look & sound ?

The name of the difference is the “image gap”

Projecting an image that is consistent with the person you want to be significantly improves your ability **to develop trust & rapport**

Projecting a Powerful Image II

Image can be critical to your success.

It is definitely a key element of communication.

Politicians, singers, anchormans, top managers

It is irrational but people mostly judge the book by the cover. They expect a totally different image from an executive and a rock musician.

Businessworld expect neat, clean, energetic look which reflects that she is ready to work.

Projecting a Powerful Image III

Total image consists of:

- The first impressions you project
- The depth of your knowledge
- The breadth of your knowledge
- Your enthusiasm.

First Impression

First impression includes:

- Dress & grooming
- Voice
- Handshake
- Eye contact
- Body posture

First Impression II

Positive first impression make communications much easier and more comfortable.

Negative first impressions can cut off a relationship before it gets started.

Many people give up rather than trying to reverse the other people's negative impression.

First Impression III

- Accent,
- Monotone and weak voice, poor vocabulary
- Cold, limp handshake
- Lower quality, with inappropriate colours, messy dressing style, dirty shoes
- Seldom eyecontact
- Poor posture, bad hygiene creates a barrier.

Depth of Knowledge

Depth of knowledge: in the area of expertise

- This refers how well you know your subject?
- How well do you know your company?
- Does the depth of your knowledge project credibility and command respect from your employees or do they say “I could do her job as well as she can”
- As a part of your image learn your job, company, industry, firm’s policies, personnel

Breadth of Knowledge I

Breadth of Knowledge:

This area deals with your ability to converse with others in fields of outside area of expertise.

- The latest development in world events?
- Popular books and movies?
- Arts? Hobbies? Different interest areas?
- Touristic experiences?

Breadth of Knowledge II

By increasing the breadth of your knowledge, you will be able to develop rapport with others.

Research has shown that the more people have in common, the better they like each other.

Breadth of Knowledge III

For increasing breadth of your knowledge it is recommended:

- to spend the nonproductive time as driving, doing home responsibilities with listening radio, watching TV plus reading weekly magazines,
- reading daily newspapers and min. 4 different books yearly and
- interacting with others, listening to them

Enthusiasm

Most people like to work with others who are enthusiastic about their work.

Enthusiastic people seem to work harder, longer and more accurately than those who are not enthusiastic.

Enthusiasm is a projected behaviour to others and make the others enthusiastic.

Reverse is valid also.

Projecting a Powerful Image

The response you receive from the world around you is a measure of your success in interpersonal relations.

From the beginning to the end of every transaction with another person, you are on the stage.

Every word, gesture, expression and impression is being seen and evaluated

Therefore be careful and respectful generally..

Language of Gestures

Body language and nonverbal communication are transmitted through the eyes, face, hands, arms, legs and posture (sitting and walking)

Each individual, isolated gesture is like a word in sentence; it is difficult and isolated dangerous to interpret in and of itself.

Therefore consider the gesture in the light of everything else that is going on around you.

Eyes

Windows of the soul, excellent are indicators of feelings.

Shifty eyes, beady eyes and look of steel demonstrate awareness.

Honest person has a tendency to look you straight in the eye when speaking.

At least listeners accept it like that.

Eyes II

People avoid eye contact with other person when an uncomfortable question asked.

Try to reduce tension and build trust rather than increase tension.

The raising of one eyebrow shows disbelief and two shows surprise.

People are classified as right lookers and leftlookers. Right lookers are more influenced by logic and precision, left lookers are found to be more emotional, subjective and suggestible.

The Face

The face is one of the most reliable indicators of a person's attitudes, emotions & feelings

By analysing facial expressions, interpersonal attitudes can be discerned and feedback obtained.

Some people try to hide their true emotions.

The term Poker Face describes them.

The Face

Common facial gestures are:

Frowns: unhappiness, anger

Smiles: happiness

Sneers: dislike, disgust

Clenched jaws: tension, anger

Pouting lips: sadness.

The Hands

Tightly clenched hands usually indicate that the person is experiencing undue pressure.

It may be difficult to relate to this person because of his tension and disagreement.

Superiority and authority are usually indicated when you are standing and joining your hands behind your back.

The Hands II

Rubbing gently behind or beside the ear with the index finger or rubbing the eye usually means the other person is uncertain about what you are saying.

Leaning back with both hands supporting the head usually indicates a feeling of confidence or superiority.

Hands III

Cupping one or both hands over the mouth, especially when talking, may well indicate that the person is trying to hide something

Putting your hand to your cheek or stroking your chin generally portrays thinking, interest or consideration.

Fingers bent across the chin or below the mouth most often shows critical evaluation.

The Arms and Legs

Crossed arms tend to signal defensiveness.

They seemingly act as a protective guard against an anticipated attack or a fixed position which the other person would rather not move.

Conversely, arms open and extended toward you generally indicate openness and acceptance.

The Arms and Legs II

Crossed legs tend to seem disagreement.

People who tightly cross their legs seem to be saying that they disagree with what you are saying or doing. If the people have tightly crossed legs and tightly crossed arms, their inner attitude is usually one of extreme negativity toward what is going on around them. It may be difficult to get agreement.

Posture: Sitting and Walking

Sitting with your legs crossed and elevated foot moving in a slight circular motion indicates boredom or impatience.

Interest and involvement are usually projected by sitting on the edge of the chair and leaning slightly forward.

Generally, people who walk fast and swing their arms freely tend to know what they want and to go after that.

Posture: Sitting and Walking II

People who walk with their shoulders hunched and hands in their pockets tend to be secretive and critical. They don't seem to like much of what is going on around them.

Dejected people usually scuffle along with their hands in pockets, heads down, and shoulders hunched over.

People who are preoccupied or thinking, usually walk with their heads down, hands clasped behind their backs and pace very slowly.

Interpreting Gesture Clusters

Certain combinations of gestures are especially reliable indicators of a person's true feelings. These combinations are clusters.

Each gesture is dependent to others, so analysis of a person's body language is based on a series of signals to ensure that the body language clearly and accurately understood.

Interpreting Gesture Clusters II

All the individual gestures fit together to project a common, unified message.

When they do not, this means a incongruity.

For example: A nervous lough.

A laugh generally signal of relaxation. But if there are nervous signals in body language that means the person is trying to escape from an unpleasent situation.

Common Gesture Clusters

Openness:

Several gestures indicate openness and sincerity

- Open hands,
- unbuttoned coat or collar,
- leaning slightly forward in the chair,
- removing coat or jacket,
- uncrossing arms and legs,
- moving closer.

Common Gesture Clusters

Openness:

When people are proud of what they have done, they usually show their hands quite openly.

When they are not often put their hands into their pockets, or hide back

When people show signals of openness that means they are generally beginning very comfortable in your presence which is good.

Common Gesture Clusters

Defensiveness:

People who are defensive usually have

- a rigid body,
- arms or legs tightly crossed,
- eyes glancing sideways or darting occasionally.
- minimal eye contact
- lips pursed, fists clenched and downcast head

Common Gesture Clusters

Evaluation:

Evaluation gestures say that the other person is being thoughtful or is considering what you are saying. Sometimes in a friendly way sometimes in an unfriendly way.

Typical evaluation gestures include

- tilted head,
- hand to cheek,
- leaning forward and
- chin stroking

Common Gesture Clusters

Evaluation:

Sometimes evaluation gestures take on a critical aspect.

- The body is more drawn back
- The hand is to the face but the chin is in the palm of the hand with one finger going up the cheek and the other fingers positioned below the mouth.
- This is generally an unfavorable gesture.

Common Gesture Clusters

Evaluation:

To gain time for evaluating the situation people use cigarette or pipe smoking habits, removing eyeglasses.

A final negative evaluation gesture is dropping his eyeglasses to the lower bridge of nose and peering over them.

This gesture usually causes a negative emotional overreaction in other people.

Suspicion, Secrecy, Rejection, and Doubt:

These negative emotions are communicated typically by:

- Sideways glances
- Minimal or no eye contact
- Shifting the body away from the speaker
- Touching or rubbing the nose.

Suspicion, Secrecy, Rejection, and Doubt II

When a person do not want to look at you it could mean he is being secretive, has private feelings in opposition to what you are saying or hiding something.

A sideway glances means suspicion and doubt.

Shifting your body from someone means you wish to end the conversation, meeting etc.

Touching nose may indicate doubt or concealment

Common Gesture Clusters

Readiness

Readiness is related to the goal-oriented high achiever with a concern for getting things done.

It communicates dedication to a goal and is usually communicated by sitting forward at the edge of a chair.

This may negatively give the appearance of being overly anxious also.

Common Gesture Clusters

Nervousness

- Clearing one's throat,
- Chain smoking.
- Covering the mouth with hand,
- Tapping fingers
- Whistling,
- Jingling pocket change
- Fidgeting
- Twitching lips or face

Common Gesture Clusters

Boredom or Impatience

These unproductive feelings are usually conveyed by the

- Drumming of fingers
- Cupping the head in the palm of the hand,
- Foot swinging
- Brushing or picking a lint
- Looking at your watch or the exit.

Common Gesture Clusters

Enthusiasm

This is an emotion that you love to see in other people and they in you. It is conveyed by

- A small upper or inward smile
- Hands open and arms extended outward
- Eyes wide and alert
- A lively and bouncy walk
- A lively and well-modulated voice.