Categories of non-verval communication

Life, Emotions

CATEGORIES OF NON-VERVAL COMMUNICATION Body movements, gestures and postures Kinesics is the interpretation of body language such as facial expressions and gestures – or, more formally, non-verbal behavior related to movement, either of any part of the body or the body as a whole. Gesture is a form of non-verbal communication in which visible bodily actions communicate particular messages, either in place of speech or together and in parallel with words. Gestures include movement of the hands, face, or other parts of the body. Gestures are communications like facial expressions, hand signals, eye gazing, and body postures. Examples: include smiles, handshakes, waving, and raising certain fingers to say something. - For instance, if you saw a friend at a noisy carnival, you might smile and wave at your friend. - You might also point at the Ferris wheel if you wanted to meet your friend there. - You could do all of these things without saying a word. - Another great example is in baseball when the catcher signals to the pitcher the kind of pitch to use for the batter that is up. Postures can provide a significant amount of important information on nonverbal communication and emotional cues. Psychological studies have shown the effects of body posture on emotion For posture in an anatomical context see Human positions Its indicate attitudes, status, affective moods, approval, deception, warmth etc. Charles Darwin — he discovered the posture, when he studied emotion and movement in man and animals. Facial expression is one or more motions or positions of the muscles in the skin . These movements convey the emotional state of the individual to observers. Facial expressions are a form of nonverbal communication. Facial expression can be intentional or unintentional. List of idioms concerning FACIAL

EXPRESSION: - to face someone down - to talk until one is blue in the face - to tell one to ones face - to make a face at someone - to keep a straight face - to catch someone's eye - eyeball-to-eyeball / face to face - to pull the wool over someone's eyes - to look at someone cross-eyed Facial Management Techniques ([Malandro, Barker & Barker 1989]) A. Intensifying Often societal pressures cause us to respond to the expectations of others, and at times such as these we usually exaggerate our facial behaviours to meet these expectations. B. Deintensifying In some situations we monitor normal reactions to respond more appropriately to others. C. Neutralizing We neutralize emotions at times when we are unsure of the outcomes. D. Masking We frequently replace felt emotions with emotions thought to be more appropriate. Oculesics is often used interchangeably with eye contact. Oculesics, a subcategory of kinesics, is the study of eye movement, eye behavior, gaze, and eye-related. Dimensions of Oculesics There are four aspects involved with oculesics: Dimension 1: Eye Contact There are three levels of eye contact: Direct eye contact - Indirect eye contact - Duration of eye contact Dimension 2: Eye Movement - Eye Movement occurs voluntarily or involuntarily. It can include changing eye direction, changing focus, or following objects with the eyes. Dimension 3: Pupil Dilation - Pupillary response is change in the size of the pupil, voluntarily or involuntarily. This change happens at the appearance of real or perceived new objects of focus, and even at the real or perceived indication of such appearances] Dimension 4: Gaze Direction - Gazing deals with communicating and feeling intense desire with the eye, voluntarily or involuntarily. LIST OF EMOTIONS Emotions w/ eye summary: - Anger - eyes glaring and wide open - Boredom - eyes not

focused, or focused on something else - Desire - eyes wide, dilation of pupils - Disgust - rapid turning away of eyes - Fear - eyes could be wide, or looking downward (could also be closed) - Happiness - " glittery" look to eyes, wrinkled at the sides - Sadness - tears in eyes, looking downward (also possible sleepless appearance[35]) Eye behaviors with emotional - Eyes up - Different people look up for different reasons. Some look up when they are thinking. Others perform that action in an effort to recall something from their memory. It may also be a way for people to subconsciously display boredom. - Eyes down - Avoiding eye contact, or looking down, can be a sign of submission or fear. It may also indicate that someone feels guilt. However, depending on the culture of the person, it may also just be a sign of respect. - Gazing - Staring at someone means that a person shows sincere interest. Staring at a person's lips can indicate that someone wants to kiss another person. In general, staring means, " I want that." - Glancing - Glancing can show a person's true desires. For instance, glancing at a door might mean that someone wants to leave. Glancing at a glass of water might mean that a person is thirsty. - Eye contact - Eye contact is powerful and shows sincere interest if it is unbroken. A softening of the stare can indicate sexual desire. Breaking that eye contact can be threatening to the person who does not break the eye contact. - Staring - Staring is more than just eye contact, it usually involves eyes wider than normal. A lack of blinking may indicate more interest, but it also may indicate a stronger feeling than a person may intend to portray. Prolonged eye contact can be aggressive, affectionate, or deceptive. Proxemics can be defined as " the interrelated observations and theories of man's use of space as a specialized elaboration of culture" The

study of the cultural, behavior and sociological aspects of spatial distance between individuals. Distance (or farness) is a numerical description of how far apart objects are | we all keep a comfortable distance around us when we interact with other people. This distance has had several names over the years, || including " personal space," " interpersonal distance," " comfort zone," and " body bubble." This space between us and another person forms || invisible walls that define how comfortable we feel at various distances from other people. ||||| Variables - Many factors influence non-verbal communication proxemics. The generally perceived definition of proxemics, supported by the experiences of most men and women, maintains that people will usually try to minimize stress in interpersonal interactions. Perceptions of " interpersonal attractiveness," determine distancing behavior between individuals although the idea of " attractiveness" may be widely interpreted. Intimate Distance - According to Hall's framework of non-verbal communication proxemics, intimate distance between people is between zero and 18 inches. Strangers this close in distance, on a subway for instance, tend to experience discomfort. The senses of sight, body heat, odor and sound become overwhelmed. Hall's studies maintain that the average middle-class American will become agitated, tense and seek to withdraw when forced in close contact with strangers. Personal Distance - The personal zone, in the context of non-verbal proxemics, is 1. 5 to 4 feet. The personal zone allows a variety of both formal and non-formal contact between people. Although this zone is not as threatening as the intimate zone and allows people to maintain a reasonable amount of personal space. Social Distance - Social distance ranges from 4 to 12 feet. This distance

applies to business and formal social situations. Sensory details such as vision and smell are evident, although not overpowering. Public Distance - The public distance zone, in relation to non-verbal proxemics, extends from 12 feet on. Hall describes this zone as adequate space to establish self-defense. Sensory communication must change to adapt, in order to communicate from these distances. Space The amount of distance you are able to maintain between yourselves and others. 1. infromal- highly mobile and can be quickly change. 2. semi fixed-feature- objects are use to create distance. 3. fixed-feature- Time and materials vs. fixed bid is the classic duo of billing models in software services business. Time and materials puts all the pressure on the client to make sure the work is completed. They must have enough control and transparency to be satisfied the work is moving at the right pace and in the right direction.