Reminder: Difference between:

- Verbal
- Nonverbal

The exchange of information through non-linguistic means

When communicating, two messages are given:

- **Content message** - usually carried by the verbal codes
- **Relational message** - usually carried by the nonverbal codes

Role of Nonverbal in Interpersonal Communication

- We respond/adapt to others through nonverbal messages
- Nonverbal is usually more believable than verbal
- Nonverbal is the primary way we communicate feelings and attitudes

Actions speak louder than words

- Less control
- Lack of instruction/practice
Dr. Albert Mehrabian & Colleagues (1967)

Impact of Nonverbal on Communication

- **Vocalics**: 38%
- **General Body Language**: 55%
- **Verbal**: 7%

Nonverbal messages can:

- **contradict** verbal messages
- **substitute** for verbal messages
- **repeat** and **emphasize** verbal messages
- **regulate** verbal messages

Kinesic slips = mixed messages (Ray Birdwhistell)

Emblem: nonverbal signal that can generally be translated directly into words

Illustrator: body movement that supports the words in nonverbal communication

Challenges of Nonverbal Communication

- Nonverbal messages are often ambiguous
- Nonverbal messages are culturally bound
- Nonverbal messages are continuous
  - Multi-channeled
- Interpretation of nonverbal messages is learned
  - By observing others
  - Via media
Codes (Dimensions)

- **Objectics** in the physical environment; a thing
- **Proxemics**
- **Chronemics**
- **Vocalics**
- **Kinesics**
- **Oclesics**
- **Haptics**
- **Olfactics**
- **Gustorics**

Objectics

Communicates marital status, economic status, social status, culture, personality, etc.

- **Artifactual Codes**
  - Personal
  - Shared
  - Public

Proxemics

Use of Space

- Differs between cultures
- Dependent upon occasion
- Dependent upon individuals
Proxemics (according to Hall)

Intimate 0”–18”
Personal 1½’–4’
Social 4’–12’
Public 12’–25’

Proxemics Use of Space

• “Space bubble”
• Territoriality: how animals and humans use space and objects to communicate occupancy or ownership of space

Chronemics Use of Time

“Time talks”
• Types of time
  • Biological
  • Personal
  • Physical
  • Cultural
  • Monochronic
  • Polychronic
Kinesics body movement

- Facial expressions
- Posture
- Gestures
- Eyes oculesics

Paul Ekman & Wallace V. Frieson

- Emblems
- Illustrators
- Affective Displays
- Regulators
- Adaptors

Oculesics eye movement

- Length
- Intensity
- Direction

- Social gazing
- Intimate gazing
- Power gazing
Oculesics  eye movement

The eyes communicate:
• Interest & attentiveness
• Comfort level
• Honesty
• Emotion
• Desire to participate
• Flow of communication

Vocalics  voice (aka paralanguage/paralinguistics)

• Accent
• Pitch
• Inflection
• Rate
• Stress/emphasis
• Tone
• Pausing
• Volume
• Pronunciation/enunciation
• Vocal quality
• Fillers (vocal insertions)
• Vocal Signature

Haptics  touch

• Affect
• Playfulness
• Control
• Rituals
• Task-related activities
Olfactics

“Other” codes

• Mediatory
• Aural (non-oral)
• Visual