Verbal & Nonverbal Dynamics in Groups

Nonverbal Communication

What is the difference between:
- Verbal communication
- Nonverbal communication

Definition:
The exchange of information through non-linguistic means.

How do verbal and nonverbal messages interact?
- Nonverbal messages can:
  - repeat and emphasize verbal messages
  - contradict verbal messages
  - substitute for verbal messages
  - regulate verbal messages
Word Barriers

- **Bypassing** - One word, two thoughts
- **Bafflegab** - Using big words unnecessarily
- **Lack of Precision** - Uncertain meaning
- **Allness** - Generalization
- **Static Evaluation** - Assumes rigidity
- **Polarization** - Creating extremes
- **Biased Language** - Insensitivity toward others

When communicating...

- Two messages are given:
  - **Content** message - usually carried by the verbal codes
  - **Relational** message - usually carried by the nonverbal codes

Keep in mind...

- More time is communicating nonverbally than verbally
- Emotions & feelings are typically expressed nonverbally than verbally
Why pay attention to nonverbal cues in groups?

- You can become more sensitive to messages
- You will learn how to observe the interaction patterns
- You will know more about how you are being received by others

General Principles of Nonverbal Communication in Groups

- Nonverbal affects quality of relationships
- When verbal and nonverbal are inconsistent, we believe the nonverbal
- Nonverbal communication has meaning.
- Context is key to interpretation
- Nonverbal communication is culturally bound
- Perception affects meaning
- Women are better at nonverbal
- We should focus on how we communicate nonverbally

Dimensions of Nonverbal Communication

- Artifacts/Objectics/Environment
- Proxemics
- Chronemics
- Kinesics
  - Oculesics
- Paralanguage
- Haptics
- Olfactics
Physical Environment
- The physical attractiveness of your surroundings will affect your mood:
  - temperature
  - tidiness
  - comfort of chairs
  - decor
  - color, etc.

Proxemics
- The study of the way people and animals use space
- Two contrasting needs influence how you use space in groups:
  - Your need to be close, to affiliate, to socialize
  - Your need for privacy, to have some measure of control over your space

Kinesics: Ekman & Friesen's Classifications
- Emblems
- Illustrators
- Affect displays
- Regulators
- Adaptors
Functions of Eye Contact (Oculesics)

- Cognitive
- Monitoring
- Regulatory
- Expressive