Nonverbal Communication

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

Nonverbal Communication: Defined

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
Nonverbal messages play major role in interpersonal relationships

- NV is the primary way we communicate feelings & attitudes
  - We respond & adapt to others through nonverbal messages
- NV messages are usually more believable than verbal messages
- NV messages work with verbal messages to create meaning

NV and V messages can contradict each other

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
Challenges

- NV messages are often ambiguous
- NV messages are continuous
- NV cues are multi-channeled
- NV interpretation is culture-based
- NV message interpretation is learned
  - Observing others
  - Mediatory codes (visual & auditory codes)

Dimensions of Nonverbal Communication

- **Objectics:**  
  - Artifacts
  - Environment
  - Proxemics
  - Chronemics

- **Kinesics**  
  - Oculesics
  - Vocalics/Paralanguage
  - Haptics
  - Olfactics

Objectics: Artifactual Codes

- In the physical environment; a thing
  - Personal
  - Shared
  - Public
Objectics/Artifacts: Appearance
- The study of the appearance of the human body, how it's clothed, etc.

Objectics: Physical Environment
- The physical attractiveness of your surroundings will affect your mood:
  - temperature
  - tidiness
  - comfort of chairs
  - décor
  - room size
  - color, etc.

Proxemics
- The study of the way people and animals use space
  - Territoriality - taking ownership of space
## Hall's Proxemics

### Distances

<table>
<thead>
<tr>
<th>Distance</th>
<th>Near phase</th>
<th>Far phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intimate</td>
<td>0”-6”</td>
<td>6”-18”</td>
</tr>
<tr>
<td>Personal Distance</td>
<td>18”-4’</td>
<td>2’-4’</td>
</tr>
<tr>
<td>Social</td>
<td>4’-7’</td>
<td>7’-12’</td>
</tr>
<tr>
<td>Public</td>
<td>12’-25’</td>
<td>25’+</td>
</tr>
</tbody>
</table>

## Proxemics: Territoriality

The study of how animals and humans use space and objects to communicate occupancy or ownership of *space*.

![Keep Out of My Room](image)

## Chronemics

The study of how humans use and structure *time*

- Monochronic
- Polychronic
Factor 1
Future, work motivation, perseverance orientation
- Meeting tomorrow’s deadlines and doing other necessary work comes before tonight’s partying.
- I meet my obligations to friends and authorities on time.
- I complete projects on time by making steady progress.
- I am able to resist temptations when I know there is work to be done.

Factor 2
Present, fatalistic, worry-free orientation
- If things don’t get done on time, I don’t worry about it.
- I think it’s useless to plan too far ahead because things hardly ever come out the way you planned anyway.
- I try to live one day at a time.
- I live to make better what is rather than to be concerned about what will be.
- It seems to me that it doesn’t make sense to worry about the future, since fate determines that whatever will be, will be.

Factor 3
Present, pleasure-seeking, partying orientation
- I believe that getting together with friends to party is one of life’s important pleasures.
- I do things impulsively, making decisions on the spur of the moment.
- I take risks to put excitement in my life.
- I get drunk at parties.
- It’s fun to gamble.
Future, goal-seeking, and planning orientation

- Thinking about the future is pleasant for me.
- When I want to achieve something, I set subgoals and consider specific means for reaching those goals.
- It seems to me that my career path is pretty well laid out.

Time-sensitivity orientation

- It upsets me to be late for appointments.
- I meet my obligations to friends and authorities on time.
- I get irritated at people who keep me waiting when we've agreed to meet at a given time.

Future, practical-oriented orientation

- It makes sense to invest a substantial part of my income in insurance premiums.
- I believe that "A stitch in time saves nine."
- I believe that "A bird in the hand is worth two in the bush."
- I believe it is important to save for a rainy day.
Future, somewhat obsessive daily planning orientation

- I believe a person’s day should be planned each morning.
- I make a list of things I must do.
- When I want to achieve something, I set subgoals and consider specific means for reaching those goals.
- I believe that “A stitch in time saves nine.”

Kinesics

- The study of body movement (body language)
  - Facial expressions
  - Posture
  - Gestures
  - Oculesics (eye contact)

Kinesics: Gestures (categories)

- Emblems
  - Illustrators
- Regulators
- Adaptors
- Affect displays  
Ekman & Friesen
Kinesics:

Eye Contact (oculesics)
- Interest and Attentiveness
- Honesty / Expressing Emotion
- Desire to Participate
- Flow of Communication

Vocalics/Paralanguage
- The study of voice; the style in which words are put together
  - phrasing
  - tone of voice
  - emphasis
  - pronunciation & clarity (articulation)

Haptics
- The study of touch can indicate:
  - affect
  - playfulness
  - control
  - rituals
  - task-related activities
Olfactics
- The study of smell

Managing/Improving Nonverbal Skills
- Develop awareness & observe multiple nonverbal cues
- Resist jumping to conclusions:
  - Recognize cultural differences
  - Avoid being ethnocentric
  - Be cognizant of context
- Be aware of your own behavior
  - Strive for consistency between your verbal & nonverbal messages