Welcome to the session...

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Why are we here ?
HABIT 7 SHARPEN THE SAW

WHY DON'T YOU SHARPEN YOUR SAW?
Non-Verbal communication (NVC)
NONVERBAL COMMUNICATION IN INTERNATIONAL SPORTS TEAMS
The human face is extremely expressive, able to express countless emotions without saying a word. And unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.
Your whole body speaks!

????????
What is NVC and what does NVC include?

Why Know about NVC?

How does NVC contribute to communication?

Body Language – features & forms

Positive x Negative body language

Tips to develop positive body language

How to shake hands

Gestures in cultures

Interpreting Body Language....
What is NVC and what does NVC include?

**Nonverbal communication** (NVC) between people is *communication* through sending and receiving wordless clues. It includes the use of visual cues such as body language, distance, physical environments/appearance, of voice (paralanguage) and of touch.

Conscious practice and self-control help develop positive NVC.
Types of Non-verbal Communication

- Kinesics
- Paralanguage or Para Linguistics
- Proxemics
- Haptics
- Oculistics
- Olfactics
- Chronemics
- Chromatics
- Silence
- Sign language

Body movements
Non-verbal clues
Space - closeness
Touch
Eye-movement
Smell
Time
Colour
NON-VERBAL COMMUNICATION FORMS

- Appearance
- Posture
- Environment
- Eye Contact
- Facial Expressions
- Territoriality
- Time
Verbal communication uses words (if we are deaf, it comes out of our hands through sign language!) but nonverbal comes out of our entire body – hands, facial expressions, body stance, feet placement, etc.

Verbal communication is discrete while nonverbal communication is continuous
Why Know about NVC?

A person that is aware of another's **non verbal** cues will understand that person better.

... **Examples of non verbal communication** include shaking hands, patting the back, hugging, pushing, or other kinds of touch, facial expressions, gestures, postures and eye contact.
How does NVC contribute to communication?

A primary function of nonverbal communication is to convey meaning by reinforcing, substituting for, or contradicting verbal communication.

Nonverbal communication is also used to influence others and regulate conversational flow.
Verbal 35%

Non-Verbal 65%
- Facial gestures
- Voice inflections
- Movement of body parts
- Clothing
- Body Posture
- Eye Contact
The most important thing in communication is hearing what isn’t said.

Kushandwizdom
Peter Drucker

Body language is a very powerful tool. We had body language before we had speech, and apparently, 80% of what you understand in a conversation is read through the body, not the words.

Deborah Bull
British Dancer
Nonverbal Communication is Primarily Relational

- Responsiveness
  - Communicates our interest in others’ communication
  - Women are generally more responsive than men
  - People in lower-power positions tend to be better at reading nonverbals
Body Language comes in Message Clusters

- **Aggressive Body Language:** Feels threatened.
- **Attentive Body Language:** Showing real interest.
- **Bored Body Language:** Just not being interested.
- **Closed Body Language:** Closed mindedness.
- **Deceptive Body Language:** Seeking to cover up lying or other deception.
- **Defensive Body Language:** Protecting self from attack.
- **Open Body Language:** Many reasons for being open.
- **Power Body Language:** Demonstrating one's power.
Body language clusters:
we might combine a frown with crossed arms and unblinking eye gaze to indicate disapproval.

A smile, eye-contact, a warm handshake, gently leaning forward to indicate an open, friendly attitude

Please do not mis-interpret NVC based on random/single movements
Nonverbal Communication is Ambiguous

• The same nonverbal can have multiple meanings
• For example:
  – “I’m feeling content” smiles
  – “I’m feeling a little stressed” smiles
  – “I’m a bit sad” smiles
  – “I can’t believe you just did that” smiles
  – “How do I get out of this conversation?” smiles
Eye contact is a powerful means of **nonverbal communication**. Its use is culturally regulated but in general people are not aware of the rules or their own eye contact behaviour.

"When the eyes say one thing, and the tongue another, a practiced man relies on the language of the first."
Ralph Waldo Emerson

Blink, gaze, wink, look away, ......

Face...is a powerful communicator

Eyes form the windows to the soul....
Basic modes of body language

- **OPEN**: Active acceptance, Ready to agree, Engaged, Eager
- **RESPONSIVE**: Receptivity, Listening, Attentive, Evaluating
- **FORWARD**: Resistance, Let me speak, Anger, Aggressive, Lying
- **COMBATIVE**: Withdrawal, Defensive, Boredom, Rejection, Let me go
- **REFLECTIVE**: Receptivity, Listening, Attentive, Evaluating
- **CLOSED**: Resistance, Let me speak, Aggressive, Lying
Modi is quite a fan of greeting politicians with bear hugs.

there were way too many pictures featuring people leaning away from Modi when he went for a hug.

He doesn't understand personal space
Modi’s Hand Movement

- Hand gesture is the earliest mode of human communication. It is still used to make sense of what we intend to tell. You can sometimes may not listen to what someone says but from a distance you can infer what he or she would have spoken.

- But in general, The words spoken and the Hand gesture goes hand in hand.

- Narendra Modi uses his hand to express his thoughts about a Future India very similar to his Gujarat. His hand is “painting a picture in the air.”

- He has clarity in his speech and makes a point using OK sign as in Mudra. It is done by joining the tips of the thumb and the index together, and keeping the other fingers straight.
The specific position of the President's hand is indicative of critical evaluation. Mr. Trump does not like what he is seeing and/or hearing.

Additionally, Trump's torso, head and eyes are not facing directly at the person to whom he's looking/listening/speaking - rather these are all oriented obliquely. We don't look directly at those whom we don't respect, don't trust or don't like.

Yet the most crucial nonverbal tell in this image is revealed by the President's lips. In this moment, Donald Trump's expression displays an excellent example of what is known as a "Forward Lip Purse" - and it's also one of the most information-dense nonverbal signals.
<table>
<thead>
<tr>
<th>Closed Body Language</th>
<th>Open Body Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crossed arms or legs</td>
<td>Uncrossed arms and legs</td>
</tr>
<tr>
<td>Body turns away from the person</td>
<td>Body faces the person</td>
</tr>
<tr>
<td>Body leans back</td>
<td>Body leans forward</td>
</tr>
<tr>
<td>Head faces away from the person as the eyes look at the ground or stagnate elsewhere</td>
<td>Head faces the person as the eyes either look at the person or surroundings</td>
</tr>
<tr>
<td>Eyes are tense</td>
<td>Eyes are relaxed</td>
</tr>
<tr>
<td>Lowered eyebrows</td>
<td>Raised eyebrows</td>
</tr>
<tr>
<td>Frowns</td>
<td>Smile</td>
</tr>
<tr>
<td>Mouth is closed</td>
<td>Mouth is slightly opened</td>
</tr>
<tr>
<td>Muscles are tense</td>
<td>Muscles are relaxed</td>
</tr>
<tr>
<td>Tight clothing</td>
<td>Loose clothing</td>
</tr>
<tr>
<td>Expressionless face</td>
<td>Expressive face</td>
</tr>
</tbody>
</table>

Sample from Big Talk available at www.towerofpower.com.au/bigtalk
‘You’re never fully dressed without a smile’

- Annie 1982 -
What do these hands say?
Body Language: The Hands

- Fidgeting is distracting
- It can also indicate annoyance or impatience
- Keep hands open and in view
- Pointing & clenched fists are threatening
- Touching is to be handled with care
DO’S AND DON’TS OF BODY LANGUAGE....

✓ Don’t cross your arms or legs.
✓ Have eye contact, but don’t stare.
✓ Don’t be afraid to keep up some space.
✓ Relax your shoulders.
✓ NOD when you agree.
✓ Don’t slouch, sit up straight.
✓ Lean, but not too much
✓ Don’t touch your face again and again.
POSTURE

- Some **negative postures** should be avoided:
  - **Rigid Body Posture** - Anxious/ Uptight
  - **Hunched Shoulders** – Lacks interest/ Feeling inferior
  - **Crossed Arms** - Protecting the body/ Negative Thoughts

- **Drooping shoulders** - It implies weariness and lethargy.

- **Weak handshake** - It implies meek and ineffectual personality.

- **Shifty eyes** - It suggests nervousness.

- **Arms crossed on the chest** - It is a defensive gesture.

- **Shaking feet or legs** - It shows indifference and disinterest.
IT'S WHAT YOU DON'T SAY THAT COUNTS!

LEARN TO READ AND INFLUENCE PEOPLE THROUGH NONVERBAL COMMUNICATION.
MORE COMMON MISTAKES

LOOKING AT YOUR SMARTPHONE

If you are looking at your PDA when someone is talking to you, it's a clear signal that you are not interested in what they are saying. It's also a sign of pure arrogance. Turn the PDA off and put it out of site.

CLOCK WATCHING

Whether it is looking at your watch or checking the time on the wall, it says to the other person that you have something more important than what they are saying. It will make the other person feel rushed as well. Forget the time and focus on the meeting at hand.
How to Improve Nonverbal Communication Skills

- Maintain eye contact
- Nod your head to convey that you agree
- Smile and show interest
- Lean forward to show speaker your interest
- Use tone of voice that matches your message
PARALINGUISTICS

- Refers to the non-verbal elements of communication used to modify meaning and convey emotion
- Includes the pitch, volume.
- Speaking quickly reflects stress or excitement.
- The accent we use.
- Sounds (gasps and murmurs)
- How we pronounce words
- Filled pauses such as ‘Mmmm’, ‘Ahhh’, ‘Ummm’
Different meaning, same gesture!

**USA/UK:** Okay

**Japan:** Money

**Brazil:** Offensive/Insult

**Russia:** Zero
Types of Handshakes

Dead Fish Handshake

Knuckle Cruncher

Hand Wrestler

Taking control  Giving control  Shaking like a professional
The 5 S’s of a Perfect Handshake

S
MILE
S
TRAIT
S
LIDE
S
TRENGTH
S
HAKE
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Let us develop positive NVC to make our communication skills complete....