

## **Frenchie's Nonverbal Communication (NVC) Notes – outline style**

### **I. Communication is. . .**

The creation of meaning

### **II. Communication Model**

Draw, label, define, describe

### **III. What is Nonverbal Communication?**

Communication that occurs as a result of appearance, posture, gesture, eye contact, facial expressions, and other nonlinguistic factors

\*Put simply, NVC = anything but the spoken word

### **IV. Importance of NVC**

1. We cannot not communicate
2. NVC = 80 – 90% of our communication
3. Omnipresent
4. Multifunctional - part of all comm. - clarify meaning of verbals, emotional state
5. Universal Language System - smile, cry, point - basic understanding
6. Misunderstanding - make sense of world, or cause problems
7. Phylogenetic Primacy ~ NVC predates language - ex. Cavemen ~ cave drawings, grunts
8. Ontogenetic Primacy ~ interaction with your caretaker and the environment (babies)...  
How does a baby signal they need food, or to get out of a poopy diaper?
9. Interaction Primacy ~ 1<sup>st</sup> form of communication ~ before we speak, we give visual cues.  
Ex. physical appearance, eye contact, smells, colors you wear. . .
10. Express what verbal communication can't or shouldn't ... ex. Getting your groove on at a dance. . . Look longingly at a hottie, they look at you weird = you don't have to go over and embarrass yourself
11. NVC is trusted  
Why?

### **V. Functions**

1. Send Uncomfortable Messages
2. Form Impressions which Guide Comm.
3. Make Relationships Clear
4. Regulate Interaction
5. Influence People
6. Reinforce & Modify VC

### **VI. The 'ics' help to categorize the 6 different types of Nonverbal Communication**

#### **1. OCULESICS:**

Gaze & Eye Contact

Gaze: looking at a person

Eye-contact: mutual gaze, where the two look at each other at the same time

Maintaining eye contact signals genuineness and adds credibility

Avoiding it signals shiftness, nervousness, and not being prepared

#### **OCULESICS & CULTURE:**

Culturally different

*Very Direct eye contact:* Middle Easterners, Some Latin Americans, French

*Moderate eye contact:* Americans, Northern European, British

*Minimal eye contact:* East Asians, Southeast Asians, East Indians, Native Americans

## 2. Haptics

The use of touch as communication

Ex. A hug, kiss, clutching hands, a slap, shove

### HAPTICS & CULTURE:

Contact vs. Non Contact

Use of physical contact when communicating

#### Contact:

*Arabs:* Iraq, Kuwait, Saudi Arabia, Syria, United Arab Republic

*Latin Americans:* Bolivia, Cuba, Ecuador, El Salvador, Mexico, Paraguay, Peru, Puerto Rico, Venezuela;

*Southern Europeans:* French, Italian, Turkish

#### Non Contact:

*Asian:* China, Indonesia, Japan, Philippines, Thailand; Indians and Pakistanis

*Northern Europeans:* Australia, England, Germany, Netherlands, Norway, Scotland;

*Americans*

## 3. Chronemics

How humans perceive, structure, and use time as communication

Ex. Females being late for dates

You herding to the door when there are 5 minutes left, months, seasons, days, black day vs orange day... doctors...

## 4. Vocalics (paralanguage)

Vocal auditory behavior BUT NOT the actual words

Ex. Rate, pitch, volume, enunciation. . .

1. Volume ~ loudness of voice
2. Pitch ~ placement of voice on a scale (high low)
3. Rate ~ speed
4. Pauses ~ brief silence or spacing of words/sound
5. Articulation ~ precision and clarity
6. Enunciation ~ precision and distinctness in sounding words
7. Rhythm ~ sense of mvmt or pacing

## 5. Kinesics

Body Movement BUT IT excludes physical contact with another's body

1. Watching people's actions can bring you a lot closer to the truth than merely listening to what they say (which might be a cover-up)
2. "Science" of kinesthetics, or "body language"
3. Can be very revealing
4. Outward expressions of inner feelings

*Openness:* Open hands, unbuttoned coat.

*Defensiveness:* Arms crossed, sideways glance, touching-rubbing nose, rubbing eyes, buttoned coat, drawing away.

*Insecurity:* Pinching flesh, chewing pen, thumb over thumb, biting fingernail.

*Cooperation:* Upper body in sprinter's position, open hands, sitting on edge of chair, hand to face gestures, unbuttoning coat.

GESTURES – O.K. Gesture

- \* Americans, forming a circle with thumb and forefinger to signal O.K.
- \* Culturally means:
- \* "zero" or worthless in France

- \* Money in Japan

## GESTURES – Nodding Yes or No

- \* For Americans, up and down means yes, side to side means no
- \* In Bulgaria, the nods are reversed in meaning.

## 6. Proxemics

How people use space to communicate.

A message system used with a minimal level of awareness

### *Orientation*

People may present themselves in various ways:

face-to-face      side-to-side      back-to-back

Cooperating people are likely to sit side-by-side

Competitors frequently face one another

\* Interpersonal (between 2 or more people) Attitude & Physical Contact

\* Convey Attitude:

Hostile vs Friendly

\* Physical Contact:

Shaking hands, touching, holding, embracing, pushing, or patting

Reflect an element of intimacy or inclusiveness

The distance conveys a non-verbal message.

### *Culturally:*

In some cultures it is a sign of attraction,

In others it may reflect status or the intensity of the exchange

## 2 main categories of Proxemics:

### *1. Territoriality*

Definition:

Claiming the rights to an area

Originated from observations in the animal kingdom

- Survival
- Females gravitate towards males with best territory

Humans communicate through proxemics as well

- At Home
  - \* fences, shrubbery, flowers,
  - \* kitchen, “Dad’s chair”
- In Public
  - \* purse/coat placement
  - \* reservations / tickets to a game
- Male / Female interactions
  - \* toys, bling-bling, cars, cologne, perfume. . .

### *2. Personal Space / Zones*

Definition:

An invisible, portable, adjustable bubble surrounding an individual.

- \* Actively maintained to protect the person from physical or emotional threats
- \* Known as the BODY BUFFER ZONE (on the test)

The Zones of space which surround us

4 zones that are important in proxemic communication

**1) Intimate Space**

From physical contact to 18 inches

Usually for close relationships

Various meanings

\*Something is wrong

\*Intensity

\*Violation of space (personal bubble)

**2) Communal Space**

Distance from 18 inches to 4 feet

Interpersonal communication most common at this distance

Usually friends, or acquaintances \*an established relationship

**3) Socioconsultative Zone**

Spans a distance from 4 feet to 10 feet

Utilized in professional settings

\*Teacher / Student

\*Lawyer / Client / Jury

**4) Public Zone**

Begins at 10 feet and extends to where one can still be seen and heard

This type of communication tends to be formal

\*Public speaking

\*Rallies

\*Malls (icky!)