Abstract

Communication is a dynamic process with the interacting components of sending and receiving information. Ever since the dawn of time mankind has always been in engaged in various forms of communication. There are two different kinds of communication, verbal and non-verbal. In the era of caveman just using nonverbal communication could get you by, but in the complex society of today both are needed to fully understand one another. We are taught from a very young age to learn how to communicate, both nonverbally and verbally, Nonverbal cues may provide clarity or contradiction for a message being sent but non verbal communication is not as easy to understand. Often it can become misinterpreted and the wrong message could be sent or understood. One of the best ways to tell how a person really feels is to watch their body language. Body language is characterized is several different ways, such ways are Haptic, Kinesic, Proxemic, and physical characteristics. This paper will focus mostly on how to read and understand non verbal communication and what we can learn from it.
Introduction

Communication is a dynamic process with the interacting components of sending and receiving information. Verbal Communication is the spoken, oral, and unwritten way of communicating. It makes use of words, vocabulary, numbers and symbols and is organized in sentences. This communication skill is not reserved for the selected few. It is an ability that each and every one should develop to improve relationships and interactions.

Everyone's mind is forever having thoughts and they are primarily in pictures and words. Words spoken affect your life as well as others. They have the power to create emotions and move people to take action. When you communicate clearly, you activate your mind and that of others and you stimulate creativity.

You create your reality with your senses, the eyes, ears and feelings and words and symbols are used to create the meanings. This is why you are encouraged to read and watch informative materials, listen to motivational audio programs and attend classes or seminars that relate to your line of work or objectives. Positive and uplifting spoken words motivate and inspire.

Nonverbal communication, or body language, is a vital form of communication. John Borg attests that human communication consists of 93 percent body language and paralinguistic cues, while only 7% of communication consists of words themselves. When we interact with others, we continuously give and receive countless wordless signals. All of our nonverbal behaviors—the gestures we make, the way we sit, how fast or how loud we talk, how close we stand, how much eye contact we make—send strong messages. The way you listen, look, move, and react tell the other person whether or not you care and how well you're listening. The nonverbal signals you send either produce a sense of interest, trust, and desire for connection or they generate disinterest, distrust, and confusion.

Julius Fast, in his famous book Body Language, writes that body language is also subject to cultural and environmental influences. A person familiar with the body language of, say, North America, may easily misinterpret the intentions of someone from, say, Spain.

Categories and Features

G. W. Porter divides nonverbal communication into four broad categories:

**Physical.** This is the personal type of communication. It includes facial expressions, tone of voice, sense of touch, sense of smell, and body motions.

**Aesthetic.** This is the type of communication that takes place through creative expressions: playing instrumental music, dancing, painting and sculpturing.

**Signs.** This is the mechanical type of communication, which includes the use of signal flags, the 21-gun salute, horns, and sirens.

**Symbolic.** This is the type of communication that makes use of religious, status, or ego-building symbols.

Our concern here will be with what Porter has called the physical method of non-verbal communication.

Types of nonverbal communication and body language

There are many different types of nonverbal communication. Together, the following nonverbal signals and cues communicate your interest and investment in others.
Facial expressions

The human face is extremely expressive. Whatever we feel deep within ourselves is at once reflected in the face. It is very important in any face to face communication event. The human face is able to express innumerable emotions without saying a word. The facial expression is generally associated with happiness, surprise, anger, sadness and astonishment. We can easily mark all the signals sent through the parts of the face like lips, the position of eyebrow, the cheeks, the jaw, nose and chin. The thought and feeling conveyed may be positive or negative. Unlike some forms of nonverbal communication, facial expressions are universal.

Eye contact

In human beings, eye contact is a form of nonverbal communication and is thought to have a large influence on social behavior. It is believed to show personal involvement and create intimate bonds. Eye contact provides social information to the person you are listening to and talking to. It is a direct and powerful form of non-verbal communication. The eyes are an extension of the mind and the window of the soul. The eyes accurately reflect the true feelings and emotions of the speaker and the listener. The superior in the organization generally maintains eye contact longer than the subordinate. The direct stare of the sender of the message conveys candor and openness. It elicits a feeling of trust. Eyes can express focus, receptiveness or distance. Downward glances are generally related with modesty. Eyes rolled upward are associated with fatigue. Since the visual sense is dominant for most people. The process of eye contact between the sender and receiver is an unconscious act. The way you look at someone can communicate many things, including interest, affection, hostility, or attraction. Eye contact is also important in maintaining the flow of conversation and for gauging the other person's response. Eye contact modifies the meaning of other nonverbal behaviors. For example, people on elevators or crowds can adjust their sense of personal space if they agree to limit eye contact. What happens if this convention isn't followed.

Gestures

The written word is a influential form of communication, and when put to use it has the capability to connect generations, enhance history, and store and create vital feelings. But, before there was the written word body gestures were used as a means of communications.

In the olden times, a simple thumbs up or thumbs down could decide the fate of a gladiator in the amphitheater. We all know the common gesture for anger is a clinched fist, accusation a pointed finger, and when we are upset the derogatory use of the middle finger is employed. These natural, expressive gestures are commonly known as "body language."

How people relate to one another varies with customs and countries, but always the body gesture is involved. In America when a man sees a pretty girl they raise their eyebrows. Italian men press their finger into their cheek and twist it back and forth. In Greece the men stroke their cheek, Frenchmen kiss their fingertips. And Arabs grasp their beards.

In America we consider the "thumbs up" gestures as a sign of success; in Australia it is considered a "rude gesture". And yet, if you're a female visiting Australia, you may be surprised to see men "wink" at you, in Australia it's merely a friendly overture.
Sitting with legs crossed at the ankle demonstrates a respect for the traditional rules of etiquette. In the business world, a man or woman stroking their chin indicates indecisiveness. Pinching the bridge of your nose signifies negative evaluation. Rubbing hour hands is a sign of anticipation while resting your check in your palm casts an image of thoughtfulness and evaluation. Cross your arms on your chest and you instantly communicate defensiveness.

Using our hands to express us is a great communicator, but using the wrong hand gesture can also be awkward. After telling the press he was an expert in hand gestures, President George Bush senior, gave the "V-for Victory" sign as he drove in his limousine past demonstrators in Canberra, Australia's capital in January 1992. In Australia, holding up two fingers to from a "v" has the same vulgar meaning as the middle-finger gesture in the United States. The Aussie demonstrators were enraged, and they signaled in the same manner back at the U.S. President. President Bush later had to apologize for his faux pas.

Gestures are woven into the fabric of our daily lives. We wave, point, beckon, and use our hands when we're arguing or speaking animatedly expressing ourselves with gestures often without thinking. However, the meaning of gestures can be very different across cultures and regions, so it's important to be careful to avoid misinterpretation.

**Body movements and posture**

Consider how your perceptions of people are affected by the way they sit, walk, stand up, or hold their head. The way you move and carry yourself communicates a wealth of information to the world. This type of nonverbal communication includes your posture, bearing, stance, and subtle movements. The way you hold yourself, your posture, makes a big contribution to your body language and conveys your level of self-confidence. By orienting your body towards someone, you show attentiveness. By falling away from them or leaning back, you show a lack of interest and some level of reserve. When we are feeling low in confidence and want to hide away, we hunch our shoulders and keep our heads down. When we are feeling aggressive or are trying to defend our space, we puff ourselves up. A relaxed body posture will help you to appear and feel more relaxed and confident.

Your posture gives signals about your interest in something, your openness, and attentiveness. It also gives clues as to your status within a group.

**Tactile Communication**

Tactile communication, or physical touch, promotes cooperation between people, communicates distinct emotions, soothes in times of stress, and is used to make inferences of warmth and trust. One of the major functions of touch is its promotion of trust and cooperation. Trust is a fundamental element of interpersonal relationships (Axelrod, & Hamilton, 1981; Deutsch, 1958; Kosfeld, Heinrichs, Zak, Fischbacher, & Fehr, 2005), and touch is a powerful enabler of trust between group members. In light of how touch soothes and promotes inferences of cooperation and trust, we reason that touch increases cooperative behaviors within groups, which in turn enables better group performance. The right kind of touch bolsters inferences that group members are cooperating for the good of the group, and are not for example, intending to engage in selfish actions. Thus, touch should predict greater interdependent and cooperative actions among teammates that are essential to group functioning. Communication through touch is obviously non-verbal. Used properly it can create a more direct message than dozens of words; used improperly it can build barriers and cause mistrust. You can easily invade someone's space through
this type of communication. If it is used reciprocally, it indicates solidarity; if not used reciprocally, it
tends to indicate differences in status. Touch not only facilitates the sending of the message, but the
emotional impact of the message as well. The angle of one's holding another's hand might suggest a
hurrying or coercive implicit attitude, or on the other hand, a respectful, gentle, permission-giving
approach.

Space

Proxemics is the term coined by professor Edward T. Hall, author of such well known works as The
Silent Language (1959), The Hidden Dimension (1969), and Beyond culture (1977), to refer to 'the study
of how man uses space - the space that he maintains between himself and his fellows and which he builds
around him in his home and office'. It is the study of the ways in which individuals use physical space in
their interactions with others and how this use of physical space influences behaviour of all concerned. In
the words of Professor Hall, proxemics studies 'how man unconsciously structures microspace - the
distance between men in the conduct of daily transactions, the organization of space in his houses and
building, and ultimately the layout of his towns'. Have you ever felt uncomfortable during a conversation
because the other person was standing too close and invading your space? We all have a need for physical
space, although that need differs depending on the culture, the situation, and the closeness of the
relationship. You can use physical space to communicate many different nonverbal messages, including
signals of intimacy, aggression, dominance, or affection.

Personal space is your "bubble" - the space you place between yourself and others. This invisible
boundary becomes apparent only when someone bumps or tries to enter your bubble.

How you identify your personal space and use the environment in which you find yourself influences
your ability to send or receive messages. How close do you stand to the one with whom you are
communicating? Where do you sit in the room? How do you position yourself with respect to others at a
meeting? All of these things affect your level of comfort, and the level of comfort of those receiving your
message.

There are three basic principles that summarize the use of personal space in an organization: The higher
your position (status) in the organization,

- the more and better space you will have,
- the better protected your territory will be, and
- the easier it will be to invade the territory of lower-status personnel

The impact of use of space on the communication process is related directly to the environment in which
the space is maintained.

Paralanguage: Paralinguistics are the aspects of spoken communication that do not involve words.
These may be add emphasis or shades of meaning to what people say. Some definitions limit this to
verbal communication that is not words. "Non-lexical" vocal communications may be considered a type
of nonverbal communication, in its broadest sense, as it can suggest many emotional nuances. This
category includes a number of sub-categories:

- Inflection (rising, falling, flat...)
- Pacing (rapid, slow, measured, changing...)
Intensity (loud, soft, breathy,... )
Tone (nasal, operatic, growling, wheedling, whining...)
Pitch (high, medium, low, changes...)
Pauses (meaningful, disorganized, shy, hesitant...)

**Volume**: How loud or soft is the voice? Researchers have found that confidence, assertiveness, and boldness are reflected in louder speech.

**Pitch**: Is the voice high or low in pitch? A high-pitched voice can sound squeaky and childlike. We associate lower pitches with greater credibility. Most of us introduce wide variations in pitch while speaking. It is necessary to catch the listener's attention and to keep him interested in us. Those who speak in monotones fail to keep the listener's attention. Many speakers are not aware of this weakness on their part. Once they become aware of it, the problem can be solved. More men are born with low-baritone or bass-pitched voices. They rarely use the highest level of pitch that women use.

**Inflection**: Inflection refers to variations in pitch. How song-like does one sound? Imagine a storyteller reading a book to children. We would expect inflection. Too much inflection, however, in other contexts such as the business world can undermine credibility. In contrast, we are put to sleep by speakers who employ a monotonic voice, and they are perceived as less charismatic.

**Quality**: Quality generally refers to those vocal distinctiveness that allow you to make different one voice from another. Is the voice small, feminine, or tremulous; thin, throaty, or fronted (aloof); tense, flat, grating, nasal, harsh, or shrill? All of these represent different combinations of rate, pitch, and volume.

**Intensity**: A reflection of the amount of energy you project is considered your intensity. Again, this has as much to do with what feels good to the other person as what you personally prefer.

Silence: Silence can speak Volumes. It can provide thinking time, hurt another person, isolate oneself, prevent communication, convey feelings, create personal distance, signal respect and reverence, provide greater opportunity for increasing awareness of the self and others, accent or emphasize certain messages, say nothing, allow the speaker to explore his or her own thoughts and feelings, or create interpersonal distance. Silence can be a positive or negative influence in the communications process. It can provide a link between messages or sever relationships. It can create tension and uneasiness or create a peaceful situation. Silence can also be judgmental by indicating favor or disfavor - agreement or disagreement

**Voice**

We communicate with our voices, even when we are not using words. Nonverbal speech sounds such as tone, pitch, volume, inflection, rhythm, and rate are important communication elements. When we speak, other people “read” our voices in addition to listening to our words. These nonverbal speech sounds provide subtle but powerful clues into our true feelings and what we really mean. Think about how tone of voice, for example, can indicate sarcasm, anger, affection, or confidence. It's not what you say, it's how you say it

**Conclusion**

Non verbal communication is not only crucial in a plain daily communication; it is also equally important for interpreter. Non-verbal communication can take various forms, each of which illustrates or substitute a certain part of the verbal communication. It includes many more elements than one might think at first.
Whether non-verbal communication supports the interpreters in their task or presents a difficulty, it will always play an important role.

REFERENCES