Communication: Verbal and Non-verbal

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What is Communication?

- Originated from the Latin word *Communis* which means “to share”
- Communication is a dynamic process...
- Through this process we convey a thought or feeling to someone else.
- How it is received depends on a set of events and stimuli that person is exposed to.
- How you say what you say plays an important role in communication.
- It is an exchange of thoughts, ideas and feelings
Let’s do an activity of Chinese Whisper...
What is Communication?

- Communication is simply the act of transferring information from one place to another.
- Communication is the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.
The Communication Process

Sender - Message - Encode - Channel - Decode - Recipient/s

Feedback - Encode - Channel - Decode - Send - Feedback

Barriers
Types of communication

Based on communication channels:
- Verbal
  - Oral
  - Written
- Non-verbal

Based on style and purpose:
- Formal
- Informal
Verbal Communication

- When messages or information is exchanged or communicated through words is called verbal communication.
- Verbal communication may be two types: written and oral communication.
- Verbal communication takes place through face-to-face conversations, group discussions, counseling, interview, radio, television, calls, memos, letters, reports, notes, email, etc.
Verbal Communication - Speaking

- Spoken communication is dependent on a number of factors and cannot be fully isolated from other important interpersonal skills such as non-verbal communication, listening skills and clarification.
- Video clip 1…
- Some essential components of this communication are:
  - Clarity of speech
  - Remaining calm and focused
  - Being polite and following some basic rules of etiquette
  - Formalities, appropriate greetings and taking leave
  - Having good command over language
  - Rich vocabulary
  - Pronunciation
Verbal Communication - Listening

- It is a fact that people tend to spend far more energy considering what they are going to say rather than listening to what the other person is trying to say.
- Video clip 3...
- The following points are essential for effective and active listening:
  - Arrange a comfortable environment, for example a warm and light room with minimal background noise.
  - Be prepared to listen.
  - Keep an open mind and concentrate on the main direction of the speaker's message.
  - Avoid distractions if at all possible.
  - The speaker should not be stereotyped or prejudiced especially in case of gender, ethnicity, social class or appearance.
Types of Verbal Communication

- **Formal Communication**: Also termed as official communication, it is a type of communication in which the sender follows a pre-defined channel like lectures, phone calls, seminars, letters, e-mail, SMS, etc. to transmit the information to the receiver.

- **Informal Communication**: Most commonly known as grapevine, the type of communication in which the sender does not follow any pre-defined channels to transmit the information is known as informal communication.
Verbal Communication - Examples

- I am going today (to die)
- रोको मत जाने दो
- Chick/ Cheek
- Bad/ Bed
- Miners refuse to work after death
- Children make nutritious snacks
- Criminals get nine months in violin case
- She was carrying a pistol, wearing a blue dress...
Non-verbal Communication

- When messages or information is exchanged or communicated without using any spoken or written word is known as nonverbal communication.
Non-verbal Communication

- It is usually understood as the process of communication through sending and receiving wordless messages.
Much of non-verbal communication is unintentional; people are not even aware that they are sending messages.

- **Arms Akimbo:** Establishes dominance or communicates there are ‘issues.’
- **Arms Behind the Back:** Says “don’t draw near” – keeps people at bay.
Non-verbal Communication

- Non-verbal communication takes place through gestures, facial expressions, eye contact, physical proximity, touching, symbols, etc.
**Types of Non-verbal Communication**

- **Chronemics**: The use of time in communication is chronemics, which speaks about the personality of the sender / receiver like punctuality, the speed of speech, etc.
- **Vocalics**: The volume, tone of voice and pitch used by the sender for communicating a message to the receiver is known as vocalics or paralanguage.
- **Haptics**: The use of touch in communication is the expression of feelings and emotions.
- **Kinesics**: It is the study of the body language of a person, i.e., gestures, postures, facial expressions, etc.
- **Proxemics**: The distance/ space maintained by a person while communicating with others, communicates about the relationship of the person with others like intimate, personal, social and public.
- **Artifacts**: The appearance of a person speaks about his personality, i.e. by way of clothing, carrying jewellery, lifestyle, etc. This kind of communication is known as artifactual communication.
Non-verbal Communication: Kinesics

- The aspects of kinesics are face, eye contact, gesture, posture, body movements.
  - Face: The face and eyes are the most expressive means of body communication. It can facilitate or hamper feedback.
  - Eye contact: It is the most powerful form of non-verbal communication. It builds emotional relationship between listener and speaker.
  - Gesture: It is the motion of the body to express the speech.
  - Posture: The body position of an individual conveys a variety of messages.
  - Body movement: Used to understand what people are communicating with their gestures and posture.
<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</td>
<td>Head faces the person as the eyes either look at the person or surroundings</td>
</tr>
<tr>
<td>ground or stagnate elsewhere</td>
<td></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>
Communication

<table>
<thead>
<tr>
<th>BASIS FOR COMPARISON</th>
<th>VERBAL COMMUNICATION</th>
<th>NON-VERBAL COMMUNICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Meaning</strong></td>
<td>The communication in which the sender uses words to transmit the message to the receiver is known as verbal communication.</td>
<td>The communication that takes place between sender and receiver with the use of signs.</td>
</tr>
<tr>
<td><strong>Types</strong></td>
<td>Formal and Informal</td>
<td>Chronemics, Vocalics, Haptics, Kinesics, Proxemics, Artifacts.</td>
</tr>
<tr>
<td><strong>Time Consuming</strong></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Transmission of wrong message</strong></td>
<td>Rarely happens.</td>
<td>Happens most of the time.</td>
</tr>
<tr>
<td><strong>Documentary Evidence</strong></td>
<td>Yes, in case of written communication.</td>
<td>No</td>
</tr>
<tr>
<td><strong>Advantage</strong></td>
<td>The Message can be clearly understood and immediate feedback is possible.</td>
<td>Helpful in understanding emotions, status, lifestyle and feelings of the sender.</td>
</tr>
<tr>
<td><strong>Presence</strong></td>
<td>The message can be transmitted through letters, phone calls, etc. so the personal presence of the parties, doesn't make any change.</td>
<td>The personal presence of both the parties to communication is a must.</td>
</tr>
</tbody>
</table>
Barriers to Effective Communication

Why do barriers exist?

- Listening is Hard Work
- Competition
- The Rush for Action
- Speed differences (120 wpm v/s 360 wpm)
- Lack of Training
- Video clip 2…
Barriers to Effective Communication

- Unwillingness to say things differently
- Unwillingness to relate to others differently
- Unwillingness to learn new approaches
- Lack of Self-Confidence
- Lack of Enthusiasm
- Voice quality
- Prejudice
- Physical barriers
- Cultural barriers
- Language barriers
- Emotional barriers
Tools for Effective Communication

- Be Brief
- Manners
- Listen
- Use ‘I’
- Be optimistic
- Spice up your words
- Clarity
- Pronunciation
- Non-verbal expressions
- Accept miscommunication
- Avoid language/ cultural barriers
Thank You! 😊