

Chapter 6

Nonverbal Communication

Nonverbal Communication Uses Multiple Channels

- Information conveyed through multiple channels:
 - Auditory
 - Pitch and tone
 - Visual
 - Facial expressions, gestures, postures, appearance
 - Tactile
 - Physical contact

Characteristics of Nonverbal Communication

- Nonverbal communication
 - Unspoken physical and behavioral cues
 - Uses multiple channels
 - Conveys more meaning than verbal
 - Blends with verbal communication
 - Influenced by gender and culture

Nonverbal Communication Conveys More Meaning Than Verbal Communication

- Incongruent messages
 - When verbal and nonverbal behaviors contradict
 - Nonverbal messages trusted more than verbal
- Congruent messages
 - When verbal and nonverbal communication match
 - Perceived as direct, honest

Nonverbal Communication Blends with Verbal Communication

- Five ways:
 - Replace verbal expressions with nonverbal messages
 - Repeat verbal messages
 - Deliberately contradict verbal with nonverbal messages
 - Enhance meaning of verbal messages
 - Spotlight parts of verbal messages

Nonverbal Communication Is Influenced by Gender (1 of 2)

- Stereotypes about gender and nonverbal communication:
 - Men: strong, aggressive
 - Women: submissive, meek

Nonverbal Communication Is Influenced by Gender (2 of 2)

- Factual differences in nonverbal communication
 - Women better at communicating nonverbally
 - More accuracy interpreting others' nonverbal expressions
 - Greater facial expressiveness
 - Gaze at others more
 - Men are more territorial

Nonverbal Communication Is Influenced by Culture

- High-contact cultures
 - Prefer frequent touching, shared gaze
 - Close physical proximity, direct body orientation
- Low-contact cultures
 - Prefer infrequent touching, little shared gaze
 - Larger physical distance, indirect body orientation

Types of Nonverbal Communication

(1 of 8)

- Body movement (**kinesics**)
 - Facial expressions
 - Eye contact
 - Gestures
 - **Emblems, illustrators, regulators, adaptors**
 - Body postures

Types of Nonverbal Communication

(2 of 8)

- **Voice (vocalics)**
 - Tone: resonance, breathiness of voice
 - Pitch: frequency range of voice
 - Loudness: volume of voice
 - Speech rate: how quickly you speak

Types of Nonverbal Communication

(3 of 8)

- Touch (**haptics**)
 - Functional-professional touch
 - Used to accomplish tasks
 - Social-polite touch
 - Social norms, expectations
 - Friendship-warmth touch
 - Expresses liking for another person

Types of Nonverbal Communication

(4 of 8)

- Love-intimacy touch
 - Conveys deep emotional feelings
- Sexual-arousal touch
 - Intended to physically stimulate another person
- Aggressive-hostile touch
 - Forms of physical violence

Types of Nonverbal Communication

(5 of 8)

- Personal space (**proxemics**)
 - Intimate space: 0 to 18 inches
 - Extremely close
 - Personal space: 18 inches to 4 feet
 - Encounters with friends

Types of Nonverbal Communication

(6 of 8)

- Social space: 4 feet to 12 feet
 - Workplace or with acquaintances, strangers
- Public space: 12 feet +
 - Formal occasions
- Space preferences vary widely across cultures

Types of Nonverbal Communication

(8 of 8)

- Appearance
 - “Attractive” people viewed in good ways
 - People judge based on visible attributes
 - Hair, clothing, body type
 - **Artifacts**
 - Possessions that communicate identity to others

Environmental Features

- Two types:
 - Fixed features
 - Relatively stable parts of environment
 - Walls, ceilings, floors
 - Semi-fixed features
 - Impermanent, usually easy to change
 - Furniture, lighting, color

Functions of Nonverbal Communication

- Conveying meanings
- Expressing emotion (**affect displays**)
- Presenting self
- Managing interactions
- Defining relationships
 - **Intimacy, power balance, dominance, submissiveness**

Strengthening Your Nonverbal Communication Skills

- Enhance your nonverbal expressiveness
 - Accurately convey feelings, attitudes through nonverbal
- Inhibit your nonverbal behaviors
 - Controlling nonverbal behaviors
- Check your nonverbal attributions
 - Interpret meaning, intent behind others' nonverbal