

# **Communication and Therapeutic Communication**

## **Types of Communication**

### **Nonverbal communication**

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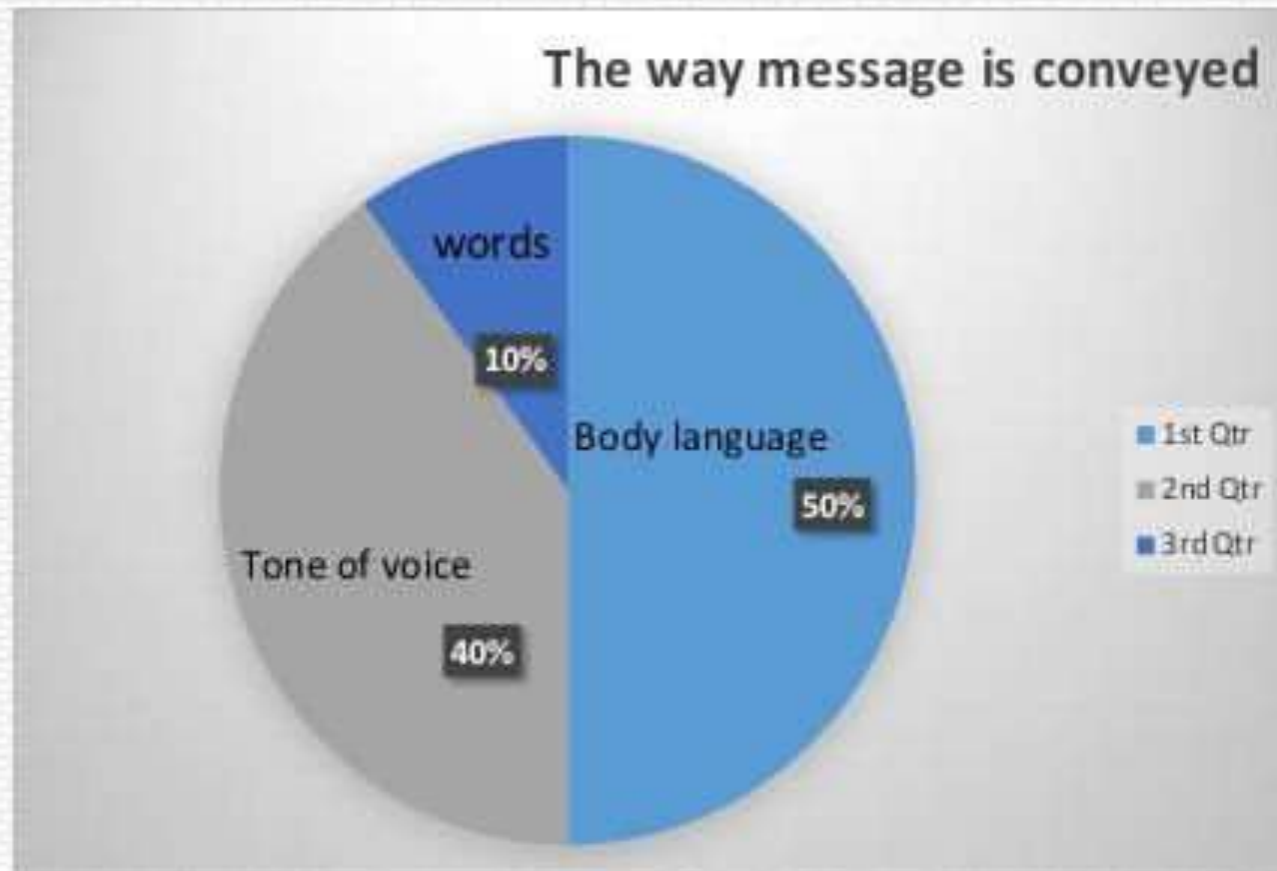
# Non-verbal communication

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- Through signs & symbols.
- Non-verbal can go without verbal communication.
- Verbal can't go without non-verbal communication.



# Importance of Non-verbal communication



# The Functions of Non-verbal Communication

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- Replacing and regulating language
- Many other uses to which we put our non-verbal codes including:
  - self expression
  - group membership
  - persuasion and rhetoric
  - indicating role



# Types of Non-verbal communication

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- KINESICS (BODY LANGUAGE)
- HAPTICS (TOUCH LANGUAGE)
- PROXEMICS ,(SPACE LANGUAGE)
- ARTIFACTS ENVIRONMENTAL
- CHRONEMICS (TIME LANGUAGE)
- SILENCE
- SIGN
- PARALANGUAGE\VOCALIC

# Kinesics

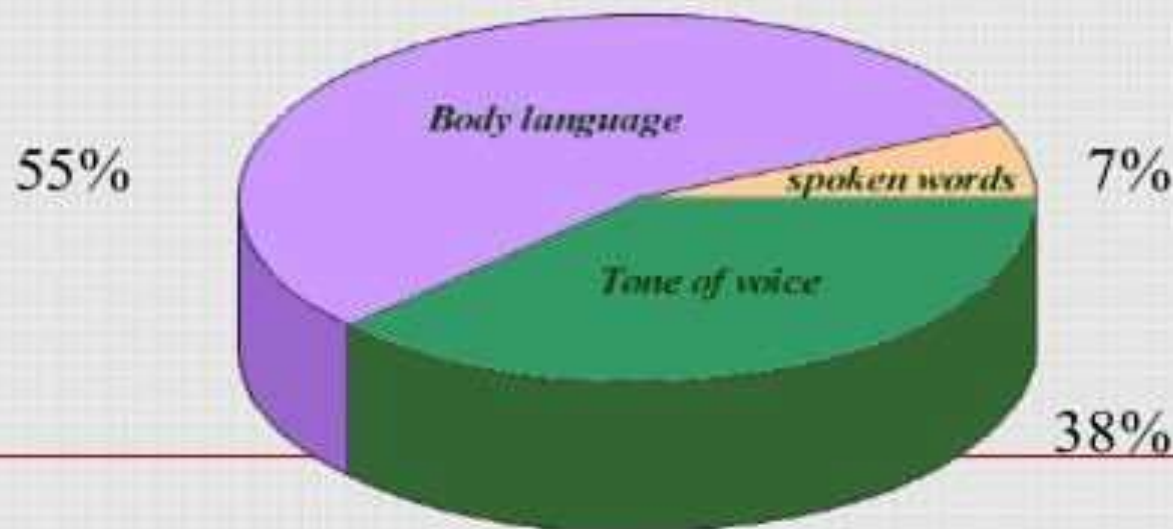
- ❑ It means **body movements**.
- ❑ Body language is the reflection of thought, feelings and position.
- ❑ It includes
  - Facial expressions
  - Eye contact
  - Gestures
  - Body shape and posture
  - Appearance



- **Head**
- **Eye gaze**

# **Why is Body Language important?**

- Body language plays a big role in intuition as it gives us messages about the other person, that we can interpret at an intuitive level.



## Facial Expressions

are responsible for a huge proportion of nonverbal communication. Consider how much information can be conveyed with a smile or a frown. The look on a person's face is often the first thing we see, even before we hear what they have to say.

While nonverbal communication and behavior can vary dramatically between cultures, the facial expressions for happiness, sadness, anger, and fear are similar throughout the world.



# Facial Expression

indicator to other people of our attitudes, state of mind and relationships to them

- Smiling – important facial gesture that indicate that we pleased to see other people

- Smile vs Frown

- Smile in forced way

- Say eseehc̄ when a photograph is taken

- A smiling television presenter

- Facial muscles would become tight and rigid indicating anger and disbelief.

# What emotions do these facial expressions portray?

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# HEAD

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- If someone move his\her head up & down it means he\she is agree with you or saying yes and it also means understanding and acknowledgement. Sideways movement of head means no or not understood. If a person bring his head down and looking his feet or earth it is the symbol of humility & modesty.

# Eye Movement /Gaze- Oculesics

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The eyes play an important role in nonverbal communication and such things as looking, staring and blinking are important nonverbal behaviors. When people encounter people or things that they like, the rate of blinking increases and pupils dilate. Looking at another person can indicate a range of emotions including hostility, interest, and attraction.



## Eye Movement /Gaze- Occulesics

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**People also utilize eye gaze a means to determine if someone is being honest. Normal, steady eye contact is often taken as a sign that a person is telling the truth and is trustworthy. Shifty eyes and an inability to maintain eye contact, on the other hand, is frequently seen as an indicator that someone is lying or being deceptive.**

# Eye Contact: Eye is an direct and most expressive part of our body.

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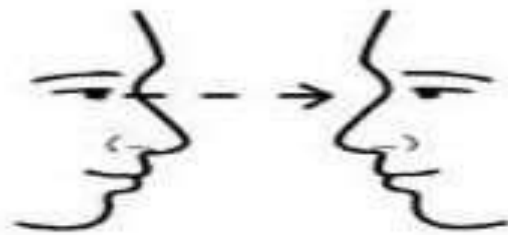
## **Different ways of Eye Contact**

- Direct Eye Contact: (Shows confidence)
- Looking downwards (Listening carefully or Guilty)
- Single raised eyebrow (Doubting)
- Both raised eyebrows (Admiring)
- Bent eyebrows (Sudden focus)
- Tears coming out (Emotional either happy or hurt)

# Eye Contact

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- ❑ Direct eye contact of more than 10 seconds can create discomfort and anxiety.
- ❑ Averted eyes show anger, hurt feelings.
- ❑ Looking at somebody for a long time shows the intensity of our interest in him.



# Gestures

**Deliberate movements and signals are an important way to communicate meaning without words.**

**Common gestures include waving, pointing, and using fingers to indicate numeric amounts. Other gestures are arbitrary and related to culture.**



# Gestures

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## □ Emblems:

- Patting the stomach – I'm full of food.
- Nodding the head up and down – yes
- Yawning – I'm bored.
- Waving – hello

Illustrators

Regulators

Displays

Adaptors

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# Gestures

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## □ Positive

- Leaning a little towards the speaker.
- Tilting the head.
- Eye contact with the speaker.
- Gently nodding the head in agreement.

## □ Negative

- Hands in the pocket
- Covering the mouth with the hand while speaking
- Scratching
- Drumming fingers.
- Tapping feet
- Sitting on the edge of the chair
- Clicking the pen

# Body Shape and Posture

**Posture** :the way in which we position our bodies

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Posture can reflect emotions, attitudes and intentions.

- Early age:

- pu ti s straight redluoh s ,back

- Upright posture –people who have confident (police, army)

- Posture is another sign of the status and role within society (army, police)

- Use posture as one means of indicating to another person our feelings of friendship or hostility

# Appearance

- Choice of color, clothing, hairstyles, and other factors affecting appearance are also considered a means of nonverbal communication. Research on color psychology has demonstrated that different colors can evoke different moods. Appearance can also alter physiological reactions, judgments, and interpretations.
- Culture is an important influence on how appearances are judged. While thinness tends to be valued in Western cultures, some African cultures relate full-figured bodies to better health, wealth, and social status.



# Touch/ Haptics

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- ☐ Intimate touch
- ☐ Friendly touch
- ☐ Professional touch
- ☐ Social touch



# Touch- Haptics

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- **High-status individuals tend to invade other people's personal space with greater frequency and intensity than lower-status individuals.**
- **Sex differences also play a role in how people utilize touch to communicate meaning. Women tend to use touch to convey care, concern, and nurturance. Men, on the other hand, are more likely to use touch to assert power or control over others.**

# Proxemics / Space Language & Surroundings

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- ❑ Proxemics is the study of how we communicate with the space around us.
  - ❑ **Space Language**
    - intimate zone – physical contact/touch to 18 inches.
    - personal zone – 18 inches to 4 feet.
    - social zone – 4 to 12 feet.
    - Public zone – 12 feet to as far as we can see and hear.
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**The amount of distance we need and the amount of space we perceive as belonging to us is influenced by a number of factors including social norms, cultural expectations, situational factors, personality characteristics, and level of familiarity .**



# **Proxemics**

**For example, the amount of personal space needed when having a casual conversation with another person usually varies between 18 inches to four feet. On the other hand, the personal distance needed when speaking to a crowd of people is around 10 to 12 feet.**

# ARTIFACTS ENVIRONMENTAL FACTORS

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- **APPROPRIATENESS**
- **CLIMATE**
- **MICROENVIRONMENTS**
- **SCENT (OLFACTICS)**
- **COLOR**
- **LIGHTING**

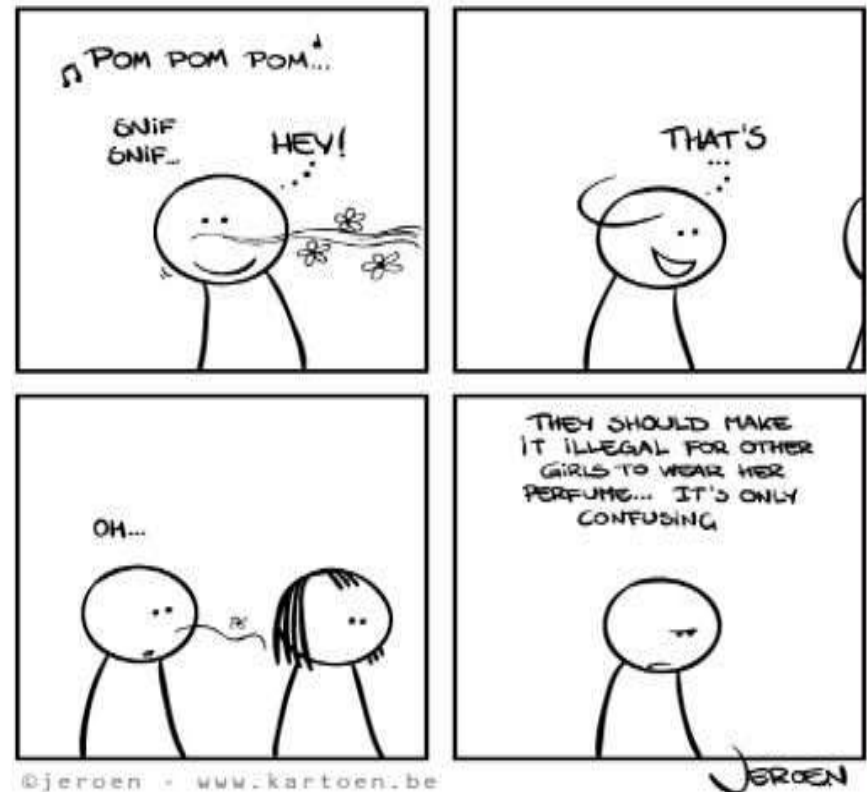
# Artifacts

- **Objects and images are also tools that can be used to communicate nonverbally .**
- **People often spend a great deal of time developing a particular image and surrounding themselves with objects designed to convey information about the things that are important to them.**
- **Uniforms, for example, can be used to transmit a tremendous amount of information about a person. A soldier will don fatigues, a police officers will wear a uniform, and health care providers will wear a white lab coat.**

# Smell - Olfactics

Humans do not have a particularly well-developed sense of smell compared with other species

Perfumes and deodorants send powerful messages, as can the natural body odours we try to suppress



## Olfactions

Use of odors to convey messages, whether religious or personal

# CHRONEMICS (TIME LANGUAGE)

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- A call at 2 a.m. indicates some kind of emergency
- You reached in a party on time shows you are punctual





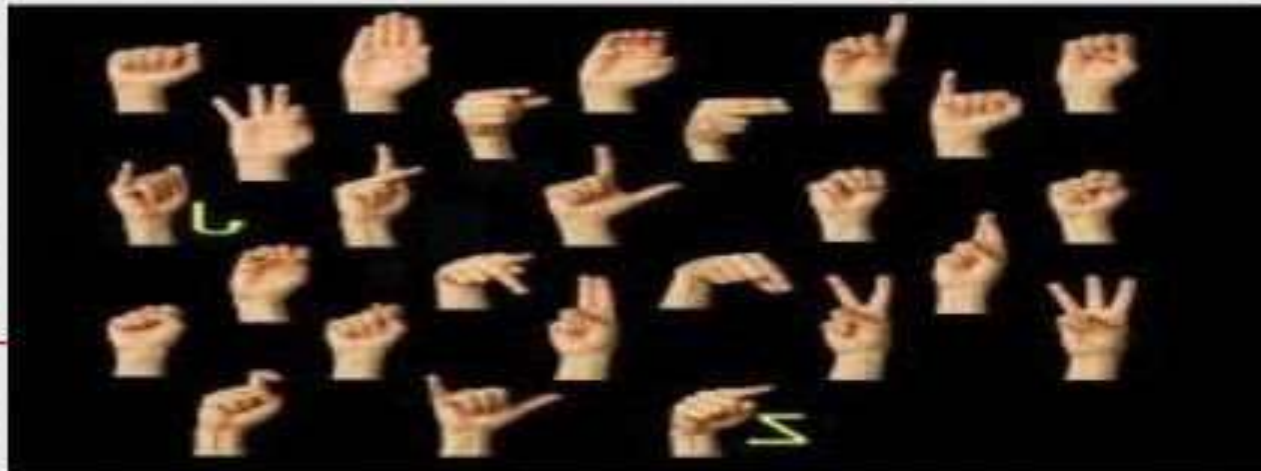
# Silence

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- Allowing silence in a conversation puts pressure on the other person.
- Silence can indicate hostility.
- Silence can indicate disagreement.
- Silence can indicate profoundness, such as horror.
- Silence can indicate respect.
- Silence can indicate contemplation.
- Silence can be intentional rudeness.
- Silence can be the creation of a listening space.
- Silence can be an indication of empathy.

# Sign Language

- ❑ Use of mutually understood signs/symbols between the sender and receiver of a message or piece of information.
- ❑ Language is systematic set of symbols.



# Visual Signs

- ☐ Pictures
- ☐ Caves / temples / buildings
- ☐ Drawing pictures
- ☐ Cartoons/caricatures
- ☐ Statues/effigies
- ☐ Maps and diagrams
- ☐ Red light, colours of flags





# Audio/Sound Signals

- ☐ Drumbeating
- ☐ Alarms
- ☐ Various kinds of sirens
- ☐ Blowing horn
- ☐ Sound signalling system



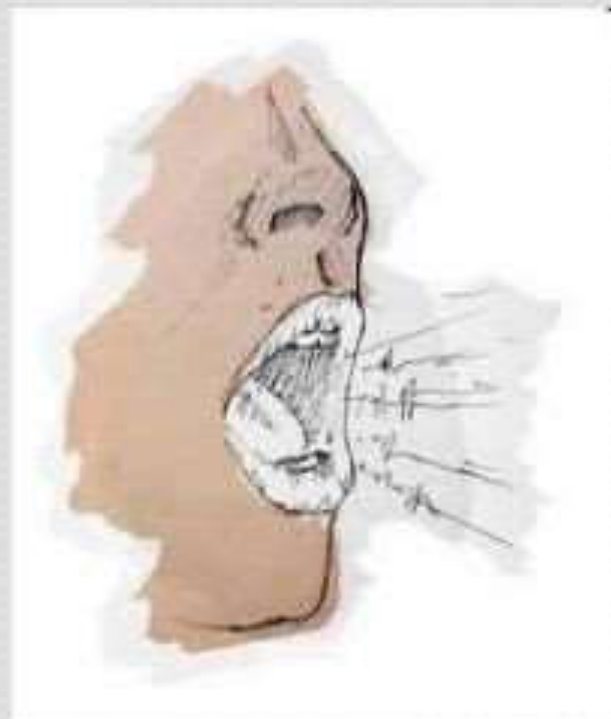
# Paralanguage

- ❑ Para means 'like'
  - ❑ Paralanguage literally means like language.
  - ❑ It tells us how speaker verbalizes his words/speech.
  - ❑ Verbal includes '**what**' but paralanguage includes '**how**'
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# Voice

- ☐ Pitch variation
- ☐ Speaking speed
- ☐ Pause
- ☐ Non fluencies
- ☐ Volume variation
- ☐ Pronunciation
- ☐ Word stress



# Improving Body Language - Tips

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- **Keep appropriate distance**
- **Touch only when appropriate**
- **Take care of your appearance**
- **Be aware - people may give false cues**
- **Maintain eye contact**
- **Smile genuinely**



# How to Improve Nonverbal Communication

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- **Maintain eye contact.**
- **Nod your head to convey that you are listening**
- **Smile and show interest.**
- **Lean forward to show the speaker you are interested.**
- **Use a tone of voice that matches your message**

# **How to Improve Nonverbal Communication**

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- **Keep appropriate distance**
- **Touch only when appropriate**
- **Take care of your appearance**
- **Be aware - people may give false cues**
- **Smile genuinely**

# Advice to Improve Nonverbal Communication Skills

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## **Avoid Negative Nonverbal Actions Including:**

- Eye contact and looking away from the speaker.
- Closing your eyes or tensing your facial muscles.
- Excessive yawning.
- Using body language that conveys indecisiveness or lack of confidence (e.g., slumped shoulders, head down, flat tones, inaudible voice)
- Speaking too fast or too slow.



