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Non Verbal communication forms an integral part of soft skills and communication skills. As it is an acknowledged truth that actions always speak louder than words, this fact holds true for nonverbal communication as well.

It is nearly impossible to separate body language from nonverbal communication. Because nonverbal communication constitutes the study of facial expressions, gestures, hand movements, postures, touch, etc.

Following are the aspects of nonverbal communication that needs attention:

- 1) Facial expressions
- 2) Posture
- 3) Eye contact
- 4) Touch
- 5) Proxemics

What is non-verbal communication ?

Nonverbal communication means communication without words.

Communication is made possible by sending and receiving wordless messages.

Verbal communication and Nonverbal communication are interconnected with each other and they operate together.

Verbal Communication - VOICE

Nonverbal Communication - BODY SIGNS

Why is Nonverbal communication important ?

According to Peter F. Drucker,

"The most important thing in communication is to hear what isn't being said."

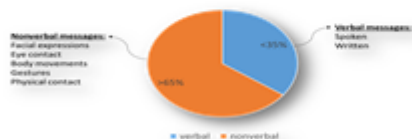


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Facial Expressions

Facial expressions are universal in nature.

Why are they universal in nature ?

- Our emotions are expressed via facial features.
- Emotions like joy, fear, disgust, sadness, anger, etc are common across the globe.
- So the way in which they find expression on face is also common

Action Unit's (AU)

- 1 = Inner Brow Raiser
- 2 = Outer Brow Raiser
- 4 = Brow Lower
- 5 = Upper Lid Raiser
- 6 = Cheek Raiser
- 7 = Lid Tighen
- 9 = Nose Wrinkle
- 10 = Upper Lip Raiser
- 12 = Lip Corner Puller
- 14 = Dimple
- 15 = Lip Corner Depressor
- 17 = Chin Raiser
- 20 = Lip Stretcher
- 23 = Lip Tighten
- 24 = Lip Pressor
- 25 = Lips Part
- 26 = Jaw Drop

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Image source - <https://images.app.goo.gl/s8BAuTHUrqR8p67>

Posture (closed posture and open posture)

Closed Posture
Can indicate hostility, unfriendliness, and anxiety

Open Posture
May indicate friendliness, openness, and willingness

Image source - <https://images.app.goo.gl/kodRXfC3Fv9fzcoW7>

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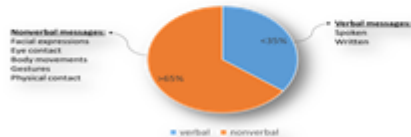
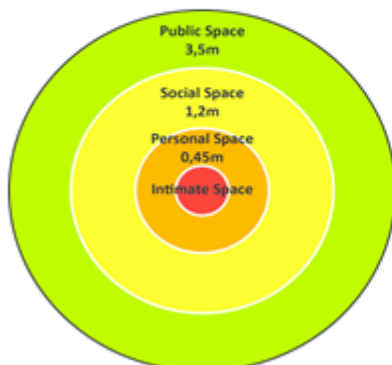


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Proxemics - the science of space



intimate space - touching to 45 cm

Personal space - 45 cm - 1.2 m

Social space - 1.2 m - 3.6 m

Public space - 3.7 m - 4.5 m

Image source –

<https://images.app.goo.gl/r3CQ9NB8>

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Touch

Touch is basic and primary to human nature.

The kind of touch defines your character. Touch should vary from one set up to the other set up.

- 1) Functional / Professional touch
- 2) Social and Polite Touch
- 3) Friendship / Warm touch
- 4) Love / Intimacy Touch

Eye contact

Eye contact is a form of communication which is strongly influenced by social behaviour and cultural set up.
Asian culture - western culture

It portrays someone's involvement and attention. Aspects of eye contact.

- 1) Looking while talking - Establishes a rapport with the person who is listening
- 2) Looking while listening - Reciprocates the rapport that is established
- 3) Frequency of glance - This indicates involvement and shows how much interest and invested the person is.
- 4) Patterns of Fixation - It shows where the attention actually lies
- 5) Pupil Dilation - Demonstrates interest or boredom