



Non-Verbal Communication

The Role It Plays In Life



Functions of Non-Verbal Communication

- **Repeat:**
 - Non-verbal behaviors can repeat what is said verbally.



Functions of Non-Verbal Communication



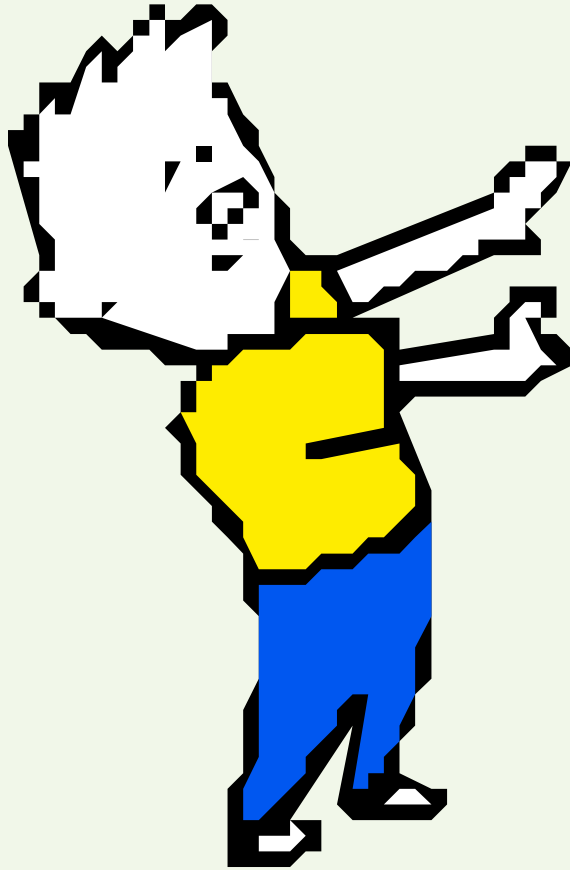
- **Substitute:**
 - Non-verbal messages may also substitute for verbal ones.

Functions of Non-Verbal Communication

- Complement:
 - Complimenting non-verbal behaviors signal the attitudes the interactions have for one another.



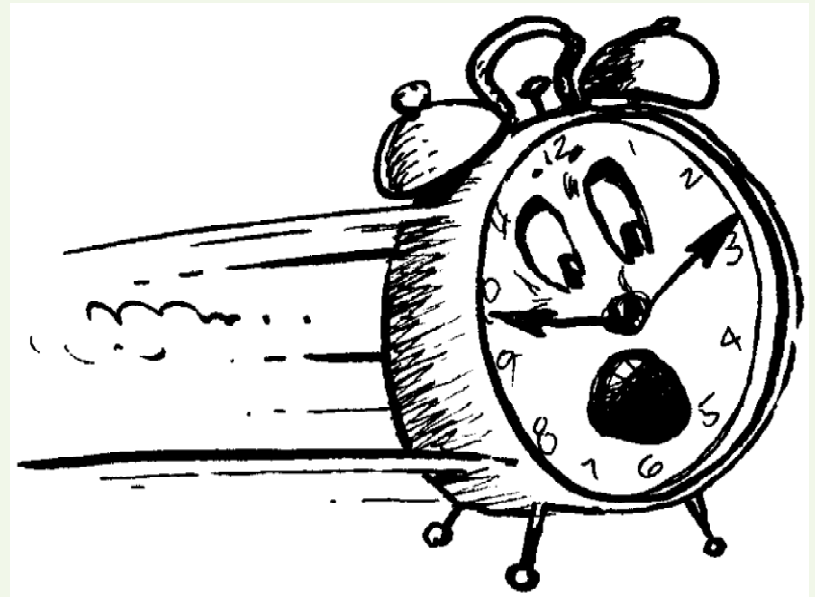
Functions of Non-Verbal Communication



- Accent:
 - We can emphasize some part of face-to-face messages in various ways.

Functions of Non-Verbal Communication

- Regulate:
 - Helps send signals for responses.



Functions of Non-Verbal Communication



- **Contradict:**
 - Non-verbal behaviors may say the opposite of verbal words.

Body Orientation



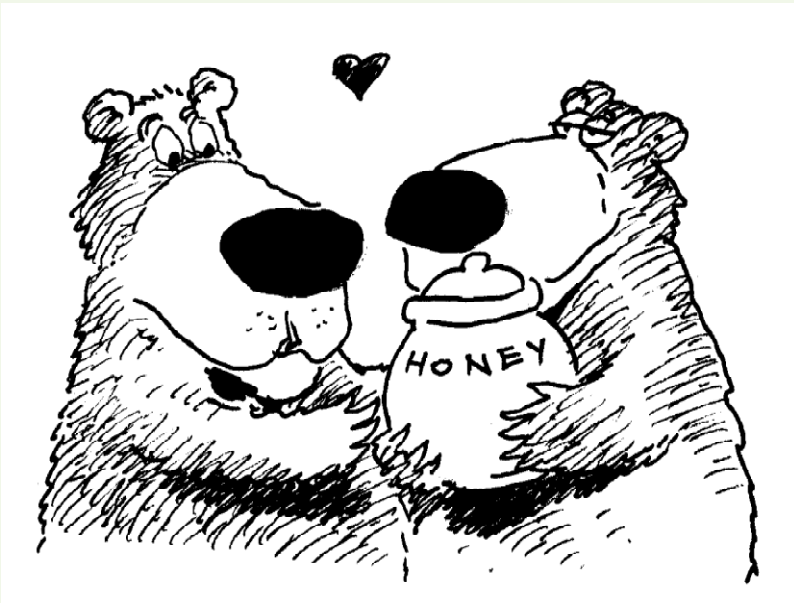
- **Body Orientation:**
 - Degree to which we face toward or away from someone.

Body Orientation

- Posture:
 - How are you sitting now?! What message are you sending to those around you?



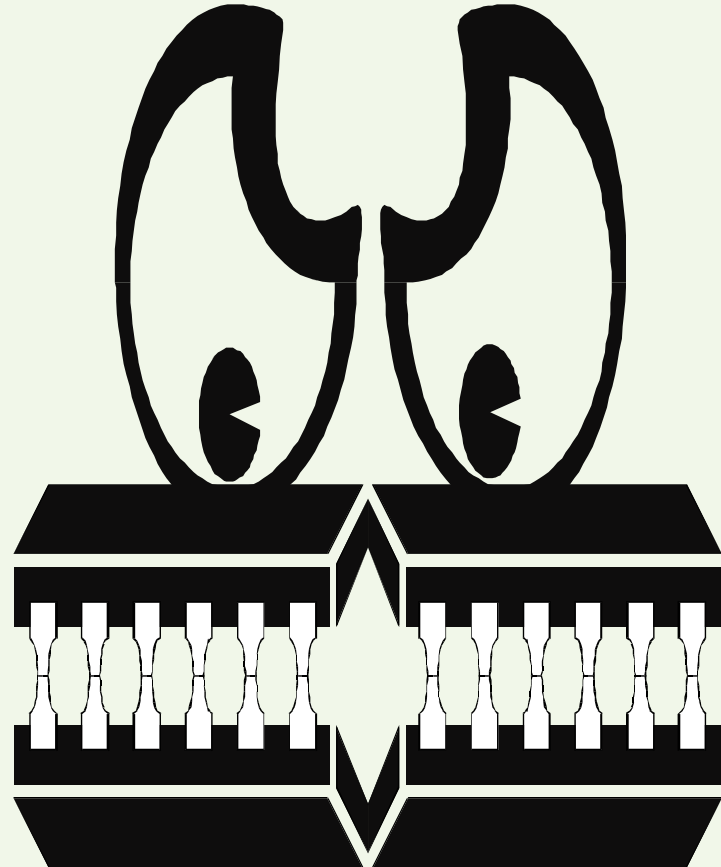
Body Orientation



- Gestures:
 - Transmits emotions when we try to hide them.

Body Orientation

- Face and Eyes:
 - Most noticed.
 - Usually a sign of involvement.



Body Orientation



- Voice:
 - How we say the words we say.

Body Orientation

- Touching:
 - Can display nurturing, friendship, sexual interest, or aggressiveness.

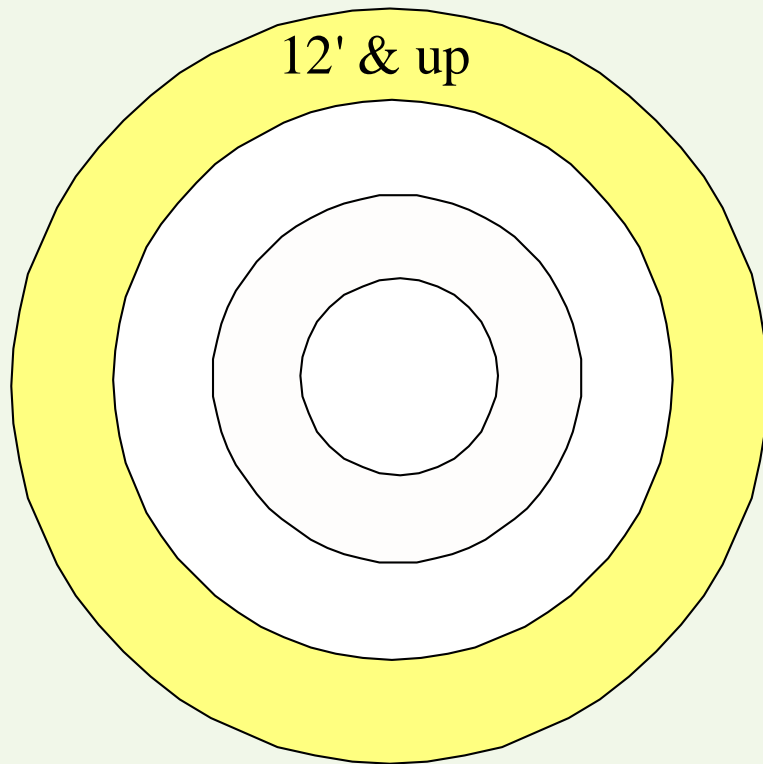


Body Orientation



- Clothing:
 - First impressions can only be made once.
 - “Judging a book by its cover.”

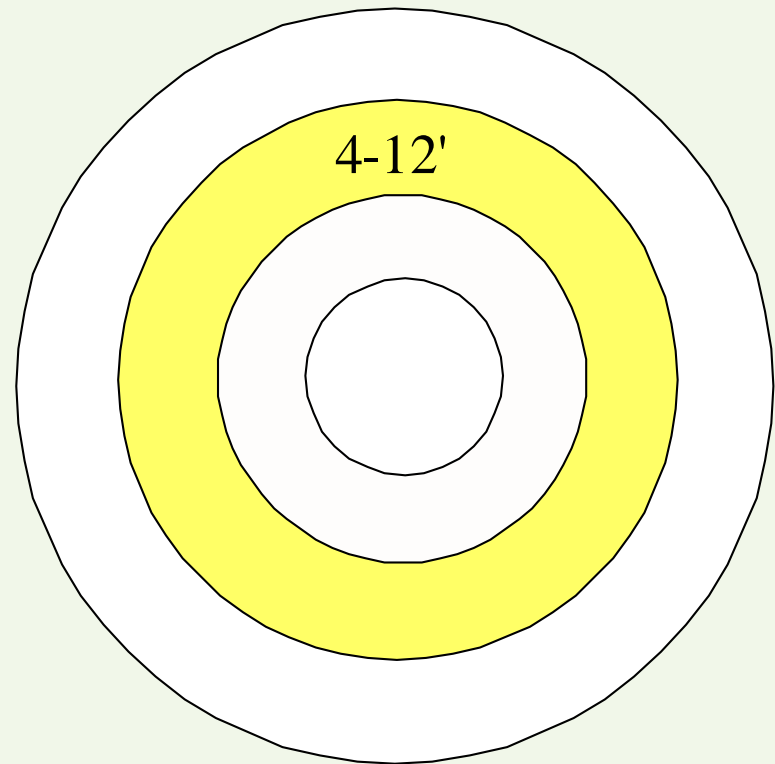
Personal Space



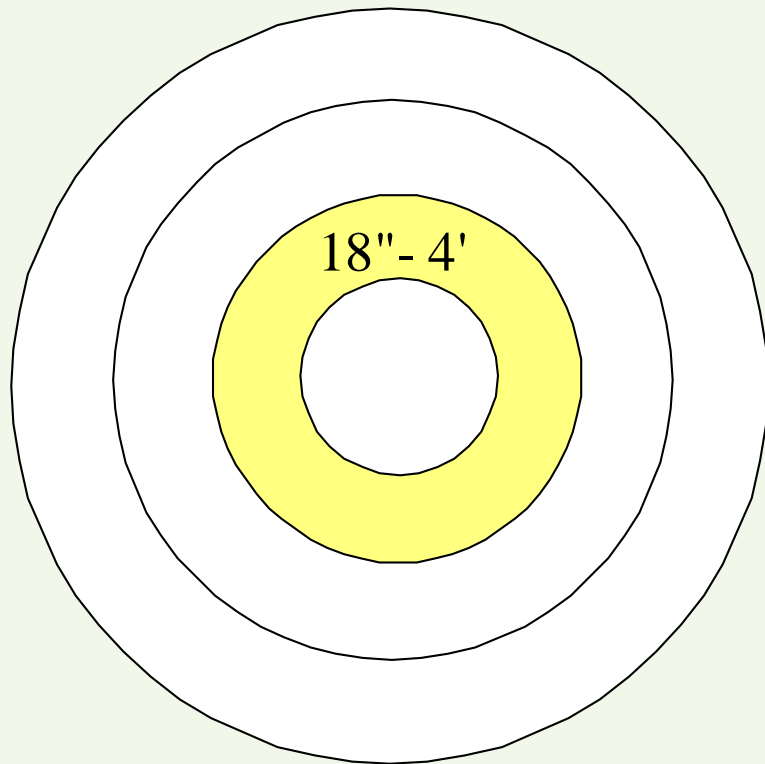
- **Public Zone:**
 - Not interested in dialogue.
 - 2 way communication is very sparse.

Personal Space

- **Social Zone:**
 - Parties/Family gatherings
 - 4-7' Salesperson to customer
 - 7-12' employee to boss
 - Used in schools



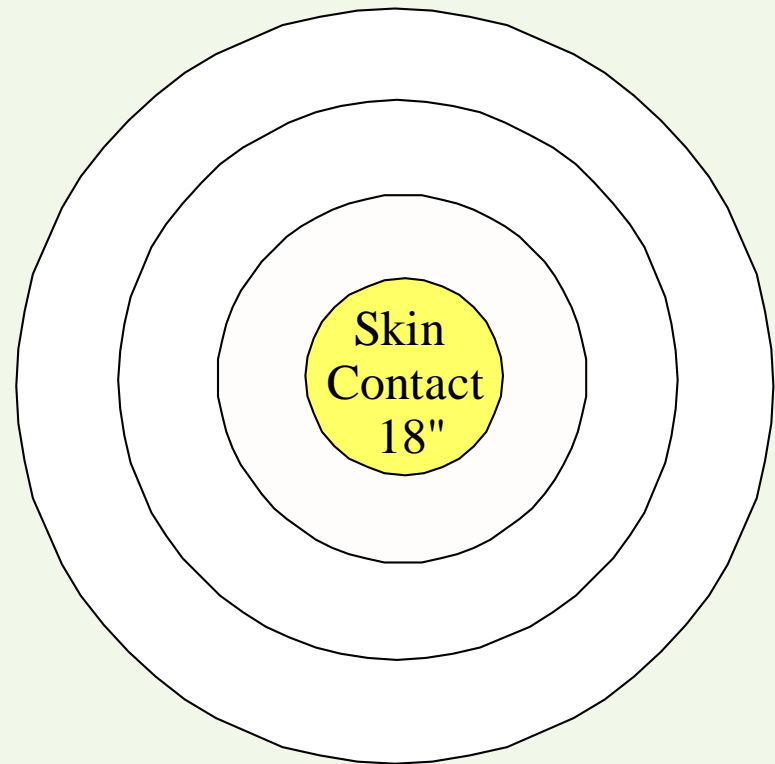
Personal Space



- **Personal Zone**
 - Arms length distance
 - Close, but not too personal yet.

Personal Space

- Intimate Zone
 - Most guarded
 - The more we like a person the closer we let them get.
 - Crowded spaces
 - Dating



Territory

- Visual Territory
 - Glances lasting for longer than 3 seconds likely to be threatening.
- Territory
 - Our marked area- we usually do not carry this around.
 - Temporary territory

Communication Clues

- Above the Neck
- Hands, Arms, Legs & Feet
- What Your Posture Says
- Liar, Liar
- Signs of Love
- On the Job