

## Non-Verbal Communication

Non-Verbal Communication is very vast range of Communication . Non-Verbal indicates the method of communication which is carried out without use of spoken words. It is said that majority of our communication is done without using words or actions, gestures or different signs or symbols. Albert Mehrabian[1990], an expert of non-verbal communication has stated that we use of Non-verbal method while communicating. As per his model in general sense the following is the proportion of methods Communication .

- 7% of meaning of the words that are spoken
- 38% meaning of the words are paralinguistic[ the way the words are pronounced]
- 55% meaning of the words in facial expressions.

This situation cannot be same always. But this shows the dominance of un-spoken emotions and expressions in our life. The following are the aspects of Non-Verbal Communication in our day-to-day life.

**A]Kinesics[Body Language]:** Kinesics is the study of various positions of body and the way we communicate through various body postures and movements. It is said that our body is very wonderful storehouse of emotions. Our body never lies. From head to toe , our body expresses many feelings and emotions. Feeling of guilt, aggression, love or competitions etc are expressed through various gestures ,postures and movements of eye. Body Language covers various facial expressions, movements of hands, neck and shoulders [**gestures**],eye contact ,head position, angle of body , mouth movements .

**Facial expressions** specially smile connects people. Various emotions of love, hate, disgust, happiness etc are expressed through eye contact. **Postures** are of different types. Sitting or standing postures express many emotions. An erect posture of army man can convey feelings of confidence . Body postures can convey interest, disinterest, openness, willingness to accept ,nervousness or attentiveness etc. **Handshakes** also part of our communication. It can be done in correct way, sandwich way, controlled, with limp hands , slippery etc. It can express respect, dominance, aggression or submissiveness. Appropriate **eye contact** is required for maintaining relations and exhibiting confidence.

Through our body we give lot of signals or impressions. Sometimes negative or wrong signals are also given by our body. For example, if someone is sitting with the hands on the forehead, it could mean that this person is thinking or it could also be that he or she is having a headache. It is therefore, necessary to look for non-verbal cues and then apply your judgment to effectively interpret the meaning.

**B]Proxemics:** It is a study of Space we maintain in our personal life. The space we maintain in our life with all people show our relations with other people. Space also creates different messages. Space indicates power and authority. Scientist Edward Hall has defined four

zones we maintain around us. They are i]Intimate space : for very close relations.ii]Personal space: for friends and colleagues, iii]Social Space: for ones seniors and junior colleagues iv] formal and public space : for meetings and gatherings . It is said that closer the relationship, the closer the space we allow the individual.

**C]Visual Communication** : We use many kinds of maps, charts , line graphs to indicate various information. Signs and Signals play important role in our day-to-day life. Through pictures and posters , various messages are shared . Rather various messages are shared more effectively through visual method such as posters and pictures , hoardings etc.

Colours are used to indicate many feelings and meanings. Colours convey direct messages . For examples colours are used in traffic signals convey meanings such as Red signal means to stop and Green means to go. Even while dressing colours play important role in creating impression on other people . Colours also play a psychological role in our life.

**D]Use of Silence** :Silence is also effective tool of expressing our feelings. Silence can express sarcasm, consent , anger or even care or love. This tool can be used effectively.

**E]Dress and Grooming:**The clothes we wear create impression on our life . For different occasion we wear different clothes. Grooming means neatness or overall polished personality. In our communication with peers, customers, delegates and with seniors polished clothes should be worn.

**Thus Non-Verbal Communication plays a very important role in our day to day life.**