

Topic 4 - KEY

Part 1

Answers:

1 *Categories*

Physical. This is the personal type of communication. It includes facial expressions, tone of voice, sense of touch, sense of smell, and body motions.

Aesthetic. This is the type of communication that takes place through creative expressions: playing instrumental music, dancing, painting and sculpturing.

Signs. This is the mechanical type of communication, which includes the use of signal flags, the 21-gun salute, horns, and sirens.

Symbolic. This is the type of communication that makes use of religious, status, or ego-building symbols.

2 *Static features*

Argyle and his associates have been studying the features of nonverbal communication that provide information to managers and their team members.

Static features

Distance. The distance one stands from another frequently conveys a non-verbal message. In some cultures it is a sign of attraction, while in others it may reflect status or the intensity of the exchange.

Orientation. People may present themselves in various ways: face-to-face, side-to-side, or even back-to-back. For example, cooperating people are likely to sit side-by-side while competitors frequently face one another.

Posture. Obviously one can be lying down, seated, or standing. These are not the elements of posture that convey messages. Are we slouched or erect? Are our legs crossed or our arms folded? Such postures convey a degree of formality and the degree of relaxation in the communication exchange.

Physical Contact. Shaking hands, touching, holding, embracing, pushing, or patting on the back all convey messages. They reflect an element of intimacy or a feeling of (or lack of) attraction.

3 *Dynamic Features*

Facial Expressions. A smile, frown, raised eyebrow, yawn, and sneer all convey information. Facial expressions continually change during interaction and are monitored constantly by the recipient. There is evidence that the meaning of these expressions may be similar across cultures.

Gestures. One of the most frequently observed, but least understood, cues is a hand movement. Most people use hand movements regularly when talking. While some gestures (e.g., a clenched fist) have universal meanings, most of the others are individually learned and idiosyncratic.

Looking. A major feature of social communication is eye contact. It can convey emotion, signal when to talk or finish, or aversion. The frequency of contact may suggest either interest or boredom.

4 *Kinesics and facial expressions*

Kinesics

Lamb believes the best way to access an executive's managerial potential is not to listen to what he has to say, but to observe what he does when he is saying it. He calls this new behavioral science "movement analysis." Some of the movements and gestures he has analyzed follow:

Forward and Backward Movements. If you extend a hand straight forward during an interview or tend to lean forward, Lamb considers you to be an "operator"- good for an organization requiring an infusion of energy or dramatic change of course.

Vertical Movements. If you tend to draw yourself up to your tallest during the handshake, Lamb considers you to be a "presenter." You are a master at selling yourself or the organization in which you are employed.

Side-to-Side Movements. If you take a lot of space while talking by moving your arms about, you are a good informer and good listener. You are best suited for an organization seeking a better sense of direction. Lamb believes there is a relationship between positioning of the body and movements of the limbs and facial expressions. He has observed harmony between the two. On the other hand, if certain gestures are rehearsed, such as those made to impress others, there is a tendency to separate the posture and the movements. The harmony disappears.

Facial Expressions

Facial expressions usually communicate emotions. The expressions tell the attitudes of the communicator. Researchers have discovered that certain facial areas reveal our emotional state better than others. For example, the eyes tend to reveal happiness or sadness, and even surprise. The lower face also can reveal happiness or surprise; the smile, for example, can communicate friendliness and cooperation. The lower face, brows, and forehead can also reveal anger. Mehrabian believes verbal cues provide 7 percent of the meaning of the message; vocal cues, 38 percent; and facial expressions, 55 percent. This means that, as the receiver of a message, you can rely heavily on the facial expressions of the sender because his expressions are a better indicator of the meaning behind the message than his words.

Part 2

Write down the three techniques and take some more notes about each of them.

1. Maintain eye contact (break up the room, it makes everyone feel important and included)
2. Open body posture (don't put anything between you and the listener, be effective)
3. Use hand gestures (feel free to use your hands, complex hand gestures reflect complex thinking, it gives us confidence)

Part 3

A Fill in ...

Non-verbal communication is rule-governed; it is regulated **by** a system of rules and norms that state **what** is and what is not appropriate, expected, and **permissible** in specific social situations. We learn both the **ways** to communicate nonverbally and the rules of appropriateness **at** the same time from observing the behaviours of the **adult** community. For example, we learn that touch is permissible **under** certain circumstances but not others, and we learn **which** type of touching is permissible and which is **not**; in short, we learn the rules governing touching **behaviour**.

What are the two things that your face communicates?

What your face communicates **with** or **without** trying.

You may manipulate your face to communicate something, but very often our facial expressions just happen in reaction to the things around us

Sometimes you can be aware of what you do with your face, sometimes it's just going to be an automatic reaction.

B Add an -ing or -ed ending to the adjectives in the text.

- 1 interesting, 2 surprising, 3 interested, 4 exciting, 5 disappointed, 6 shocked, 7 confused, 8 frightening, 9 bored, 10 amazing, 11 interesting

C Complete the sentences

- 1 You should read this book. It's very **interesting**.
- 2 I always feel very **relaxed** after a hot bath.
- 3 She was very **depressed** after she failed her exams.
- 4 The journey was very long and **tiring**.
- 5 His behaviour is very **embarrassing** when he's drunk.
- 6 She was **surprised** when she won 10,000,- pounds in the lottery.
- 7 Their parents were **annoyed** with them.

D Complete the sentences

1 see

2 watching

3 look

4 looking

5 see

6 watches

7 looking

I

E Match the expressions

1 C, 2 B, 3 D, 4 E, 5 A