

NON VERBAL COMMUNICATION

COMMUNICATION

verbal x non verbal

- verbal uses words (spoken, written)
- non verbal uses body language
- approximately 70% of all human communication is non verbal

„The most important thing in communication is hearing what isn't said.“

Peter Drucker

intentional x non-intentional

- ability to control the „messages“
- giving and receiving signals

intentional

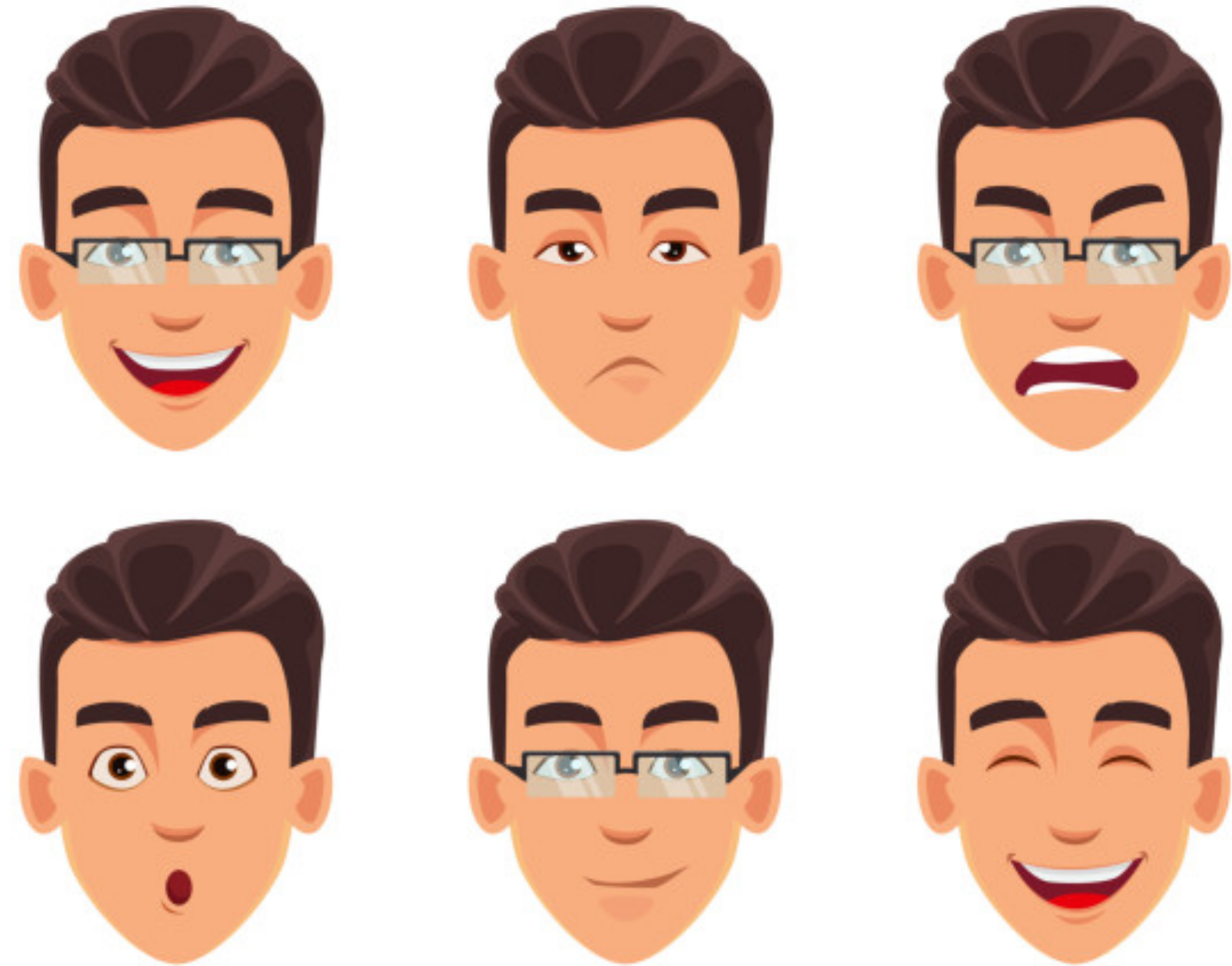
- posture, tone of the voice, facial expression..

non- intentional

- sweating, shaking voice, blushing..

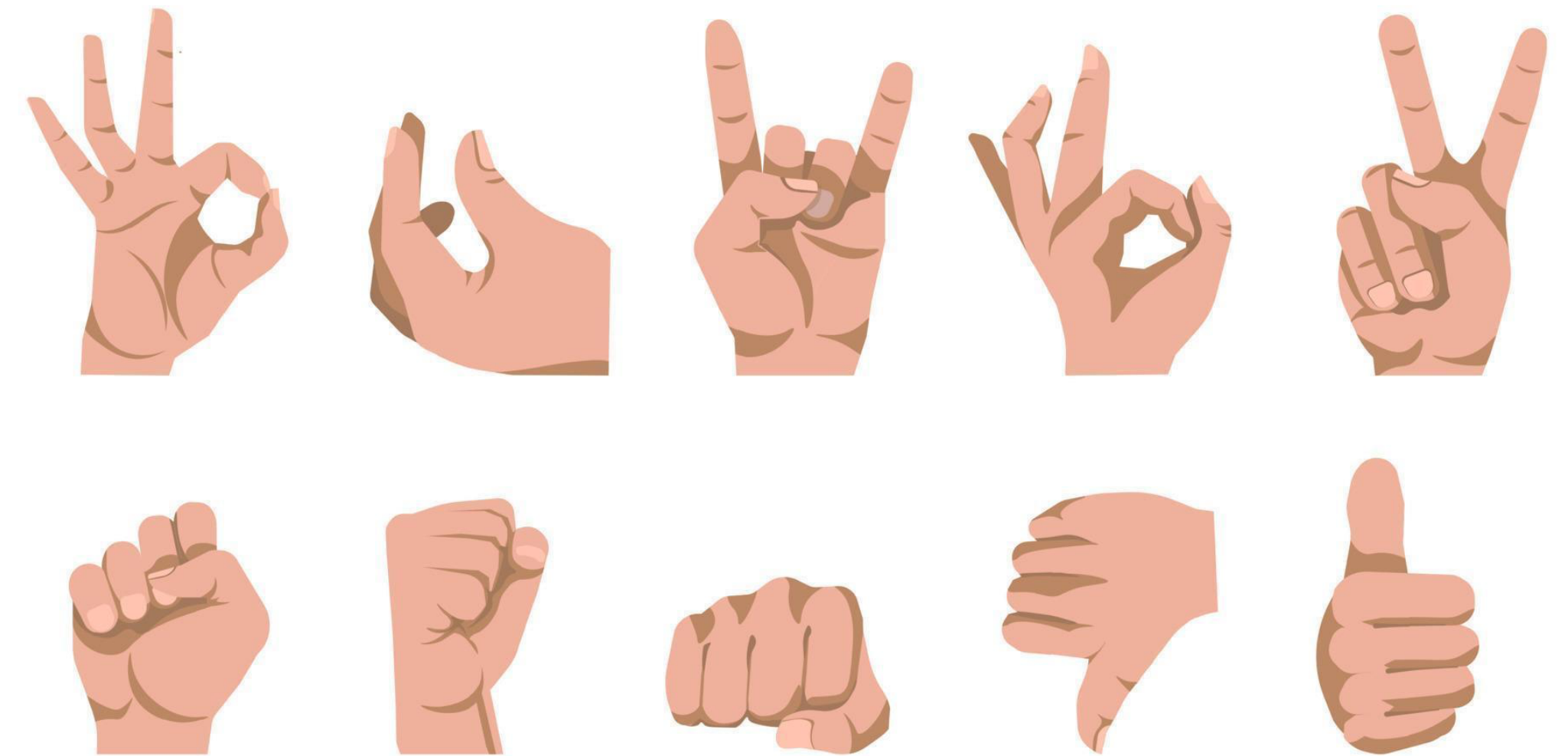
mimics

- using of facial muscles
- universal, across cultures
- smile, frown, anger..



gestures

- movement of hands
- might be different in different cultures
- waving, pointing..



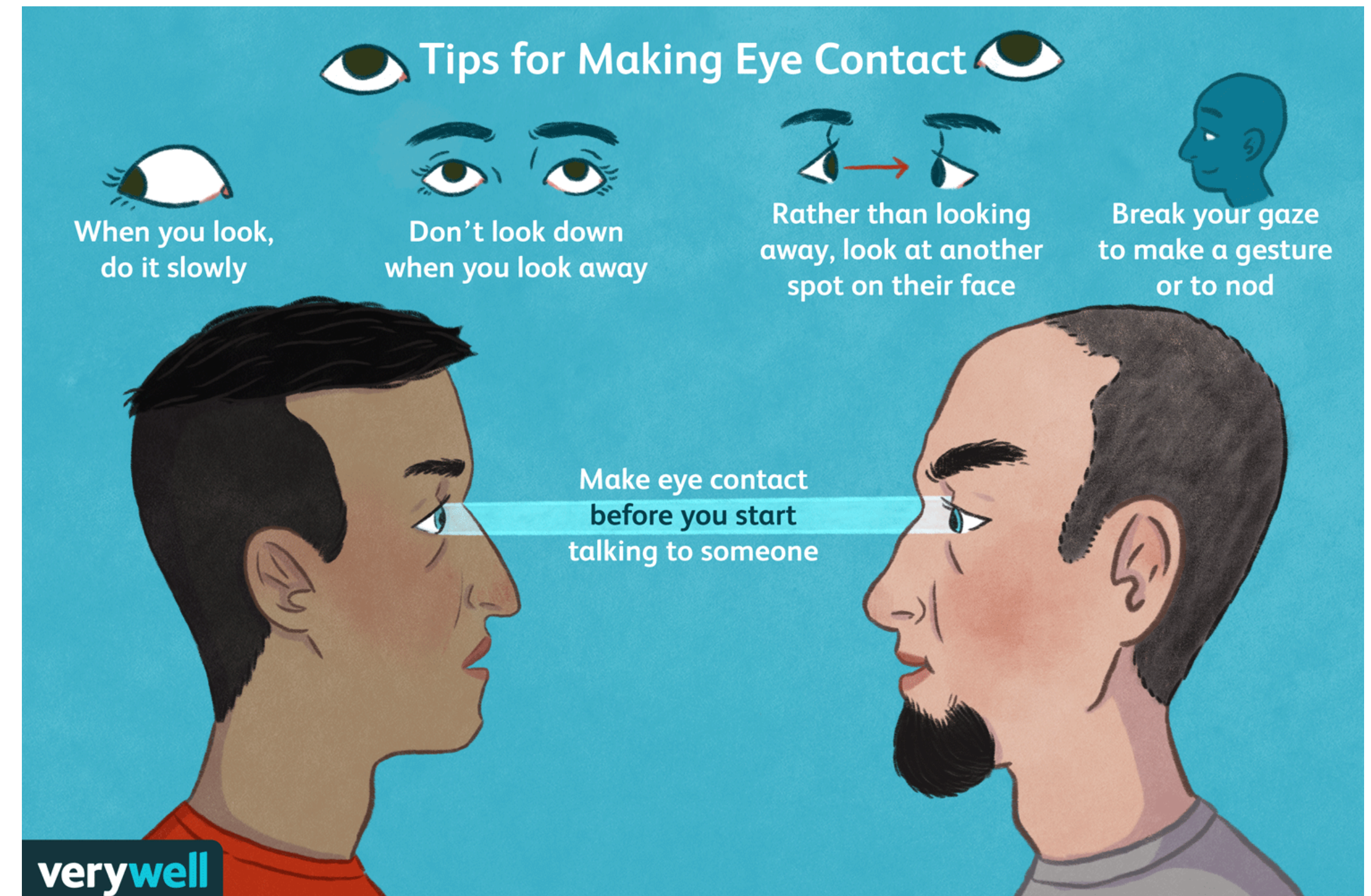
posture

- includes posture, bearing, stance
- complex, quite subtle
- the way people sit, stand, walk..



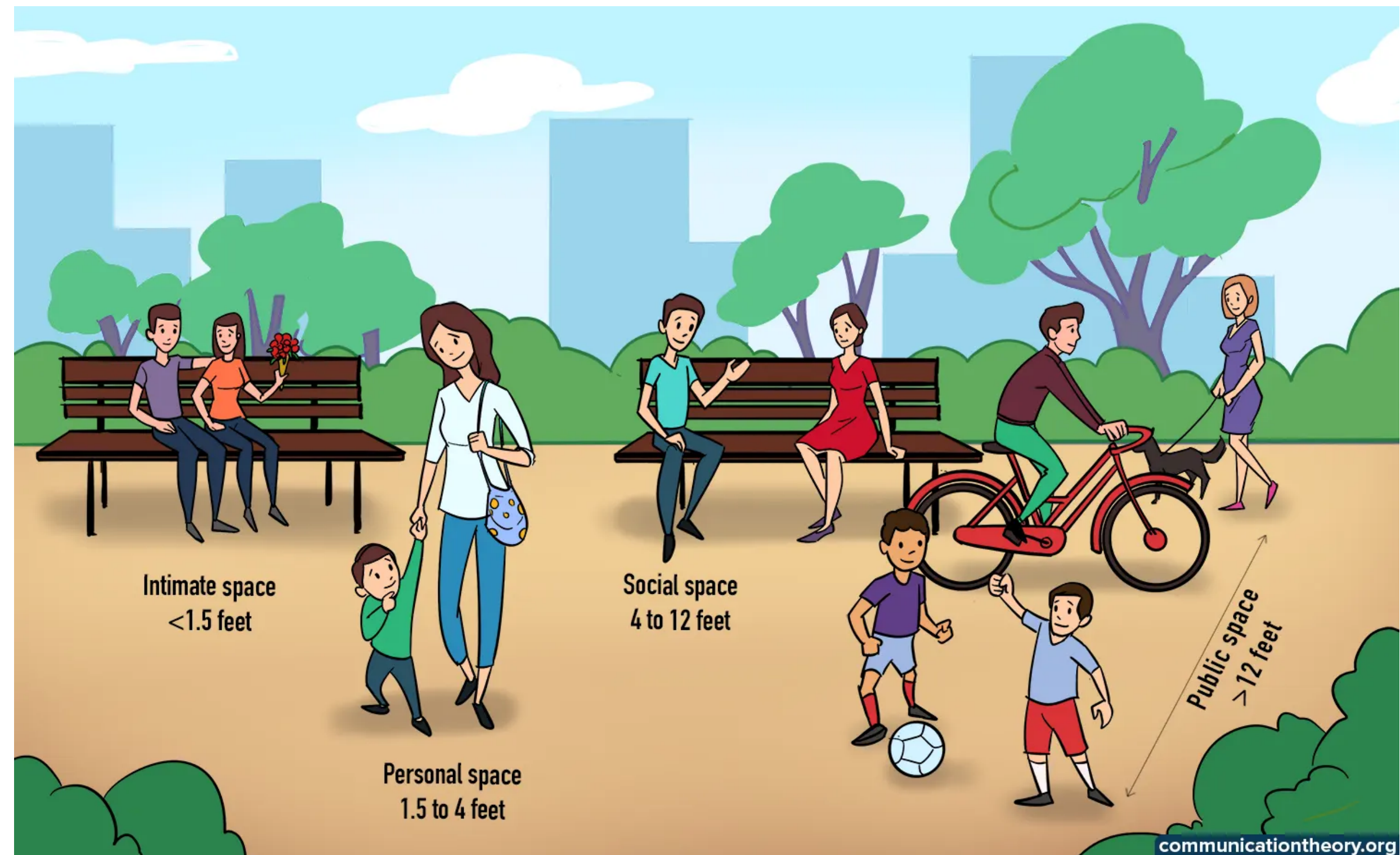
eye contact

- gaze
- dialation of pupils, blinking
- avoiding x maintaining eye contact
- showing respect, affection, hostility



proxemics

- distance between people
- intimate x personal x social x public
- proxemic dance



haptics

- communication by touch
- differences between gender, social class



let's exercise!

sources:

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