

The role of Non Verbal Communication in the Facilitation of Professional Interaction**Dr. Hemlata Jain****Address-Hindustan College of Science and Technology, Mathura.****Dr. Archana Gautam****Address-Hindustan College of Science and Technology, Mathura.****Abstract**

Nonverbal communication comprises of your overall body language, including your appearance and posture as a form of communication with others. Rather than using words, people can communicate using nonverbal gestures, facial expressions and eye contact. Also, an individual's voice tone may communicate nonverbal messages to others. In the workplace, people interact with each other throughout the workday using verbal and nonverbal communication. In essence, the way individuals deliver nonverbal messages can be just as important as verbal dialogue. Using nonverbal cues can enhance how people receive your communication. Nonverbal communication indicates how a person is feeling in relation to what they are saying, and it also reflects how people react to the message. Communicating an important message to your colleagues with excitement and enthusiasm may have a greater impact on your audience in regards to the importance of the message versus delivering the message with a monotonous tone and facial expression.

The main focus and purpose of the research paper is on the use of Positive nonverbal cues that help the professionals in the workplace to build up positive business relationships, whereas negative nonverbal communication can cause negative impact. In other words, communicating positive nonverbal cues can be useful in responding to others and making you successful, effective and impressive at work place.

Key words: - Non verbal cues, Communication, Positive, Professionals

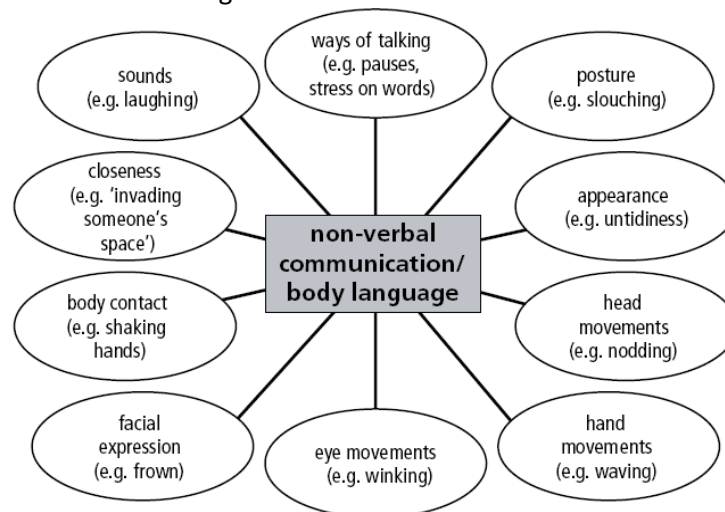
Introduction

It is rightly said that good communication is the foundation of a successful relationship whether it personal or professional. As we are living in the society and to connect with other people we have to communicate. Communication is simply the act of transferring information from one person to another but it plays a very important role in personal as well as in professional life. Effective communication occurs only if the receiver understands the exact information or idea that the sender intended to transmit. Good communication skills can help us to get success in both our personal and professional life. While verbal and written communication skills are also present effective impact on the receiver. Apart from it *Nonverbal communication* between people is *communication* through sending and receiving wordless clues.

In Nonverbal communication, symbolic messages are transferred by means of intonation, tone of voice, vocally produced noises, body posture, body gestures, facial expressions or pauses. Almost 90% of our communication contains non-verbal elements.

Nonverbal communication and body language

The ability to perceive and use nonverbal cues to one's advantage gives the business person the power to be successful. Nonverbal communication includes any part of the body used by a person to send a message to another person. A person's dress, attitude and movements are all contributions to personal business transactions. These cues can help a professional get the message across or be able to correctly interpret a message received from a customer. Often the nonverbal messages express true feelings more accurately than the actual words. Studies also revealed that--When we interact with others, we continuously give and receive wordless signals. All of our nonverbal behaviors—the gestures we make, the way we sit, how fast or how loud we talk, how close we stand, how much eye contact we make with audience .Even when we're silent, We're still communicate nonverbally. Sometimes the words and our body language gives a different meanings in this situation. Non Verbal communication include-



Nonverbal Cues 1.1

Scientific research on nonverbal communication and behavior was started in 1872 with the publication of Charles Darwin's book *The Expression of the Emotions in Man and Animals*. In the book, Darwin

argued that all mammals, both humans and animals, showed emotion through facial expressions. He posed questions such as: "Why do our facial expressions of emotions take the particular forms they do?" and "Why do we wrinkle our nose when we are disgusted and bare our teeth when we are enraged?" Darwin attributed these facial expressions to serviceable associated habits, which are behaviors that earlier in our evolutionary history had specific and direct functions. For example, a species that attacked by biting, baring the teeth was a necessary act before an assault and wrinkling the nose reduced the inhalation of foul odors. In response to the question asking why facial expressions persist even when they no longer serve their original purposes, Darwin's predecessors have developed a highly valued explanation. According to Darwin, humans continue to make facial expressions because they have acquired communicative value throughout evolutionary history. In other words, humans utilize facial expressions as external evidence of their internal state.

Nonverbal cues affect how people understand what you are attempting to communicate, and their reaction corresponds to how you delivered your message. If you are expecting a certain response by the receiver of your message, your nonverbal communication affects their response through the following ways:

Eye contact: It shows interest in others and increases the speaker's credibility. People who make eye contact open the flow of communication and convey interest, concern, and credibility. So it is important to maintain eye contact while speaking to others. When you make direct eye contact, it provides the listener a comfortable environment.

Facial Expressions: Facial expressions are dynamic features which communicate the speaker's attitude, emotions, intentions, and so on.. Your facial expressions convey your emotions Smiling is a powerful cue that transmits happiness, friendliness so Smiling is often contagious and people will react favorably. They will be more comfortable around you and will want to listen more. Offer a smile when talking to someone. This tells people that you are happy or in a good mood.

Gestures: Gestures means movements of body parts this area of nonverbal communication depends on the person if you fail to gesture while speaking you may be perceived as boring and stiff. A lively speaking style captures the listener's attention, makes the conversation more interesting, and facilitates understanding.

Posture: Posture means the way we stand, sit or move.. Speaking with your back turned or looking at the floor or ceiling should be avoided as it communicates disinterest. Posture is an easy and very important way to maintain a healthy mind and body.

Proximity. Proxemics is the study of one's perception and use of space. It is one of the most important aspects of non-verbal communication. Edward T Hall has defined the Proxemics in four Zone.

Intimate distance Language – This zone starts with personal touch to 18 inches. It is used for very confidential communications. People in intimate distance share a unique level of comfort with one another.

Personal distances: zone starts from 18 inches to 4 feet. It is used for talking with family and close friends. Although it gives a person a little more space than intimate distance, it is still very close in proximity to that of intimacy, and may involve touching Like intimate distance, if a stranger approaches someone in the personal zone, he or she is likely to feel uncomfortable being in such close proximity with the stranger.

Social distances – This zone starts from 4 feet to 12 feet. It is used in business transactions, meeting new people and interacting with groups of people. It is clear that social distance depends on the situation. Social distance may be used among students, co-workers, or acquaintances. Generally, people within social distance do not engage in physical contact with one another. People may be very particular about the amount of social distance that is preferred. Some people may require much more physical distance than others. Many times, if a person comes too close to another

individual, the individual is likely to back up and give himself the amount of space that he feels more comfortable in.

Public distance is measured at 12 or more feet between persons. An example of this is illustrated in the following picture, where two men sit far apart on a park bench, in order to preserve their public distance.

Paralinguistic— These are non-verbal cues that help to give urgency to your voice. Your voice is your trade-mark voice gives extra life to the delivery. Speaker should use a language that is familiar to the audience. Following points should be kept in mind.

- 1) **Quality** – each one has got a different voice. The quality of the voice of a person cannot be changed but it can be improved to make impression
- 2) **Volume**—Volume is the loudness and the softness of the voice. It should not be too slow or too fast to hinder understanding. It is the speed of speaking
- 3) **Pace** – the normal pace is 120-150 words per minute. It should not be too slow or too fast to hinder understanding. It is the speed of speaking.
- 4) **Pitch**—The rise and fall of the voice conveys different emotions. A well planned and balanced pitch to hold listener's attention.
- 5) **Articulation** – Develop an ability to speak clearly and be careful not to slop, slur chop or omit sounds between words.
- 6) **Pronunciation** – Practice the rpt p pronounce words with proper stress. Regional touches should be avoided.
- 7) **Voice modulation**—Putting sentiments and emotions in the voice is voice modulation. Your happiness sadness, pleasure, sorrow should be reflected in your voice. This helps to avoid sounding dull and monotonous.
- 8) **Pauses** – It is a short silence. It helps the listener digest the spoken material and gives relaxation to the speaker as well.

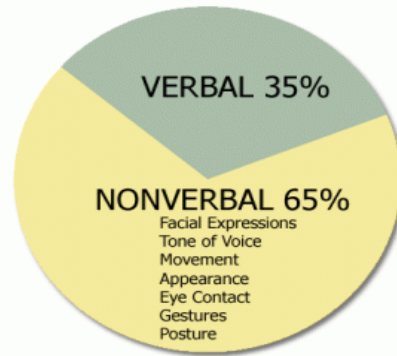
Roles of Nonverbal cues -

- **Repetition:** they can repeat the message the person is making verbally.
- **Contradiction:** they can contradict a message the individual is trying to convey.
- **Substitution:** they can substitute for a verbal message. For example, a person's eyes can often convey a far more vivid message than words do.
- **Complementing:** they may add to or complement a verbal message. A boss who pats a person on the back in addition to giving praise can increase the impact of the message.
- **Accenting:** they may accent or underline a verbal message. Pounding the table, for example, can underline a message.

Importance of Non-Verbal Communication-

Nonverbal communication plays a very important role to make the communication effective. Understanding and recognizing the signs and signals can help you to get the actual meaning. Sometimes we give a different meaning by words and body languages reveals different. Non-verbal communication takes place, relying on non-verbal cues, such as gestures, eye contact, Nonverbal communication comprises of your overall body language, including your appearance and posture as a form of communication with others. Rather than using words, people can communicate using nonverbal gestures, facial expressions and eye contact. Also, an individual's voice tone may communicate nonverbal messages to others.

Nonverbal communication indicates how a person is feeling in relation to what they are saying, and it also reflects how people react to the message. Studies revealed it that nonverbal communication leaves more impact than verbal communication at work place –it shown in the figure:-



How We Communicate 1.2

Techniques for Improving Your Nonverbal Communication

- Pay Attention to Nonverbal Signals
- Look for Incongruent Behaviors
- Manage Stress
- Concentrate on Your Tone of Voice When Speaking
- Use Good Eye Contact
- Ask Questions About Nonverbal Signals
- Use Signals to Make Communication More Effective and Meaningful
- Look at Signals as a Group
- Improve Emotional Awareness

Need of Non-Verbal Communication Skills for Professionals at Workplace-

Communication is one of the most important aspects of the workplace. Communicating an important message to your colleagues with excitement and enthusiasm may have a greater impact on your audience in regards to the importance of the message versus delivering the message with a monotonous tone and facial expression. . Positive nonverbal communication helps colleagues in the workplace build positive business relationships, whereas negative nonverbal communication can cause conflicts and other negative disturbances in the workplace.

Nonverbal communication is important in the workplace because it affects the work environment. What you communicate nonverbally can expose how you feel. If your nonverbal communications skills are poor, you may be communicating negativity and making your colleagues uncomfortable. To improve your nonverbal skills, you must first identify the areas where you are lacking and the meaning of the signals which you use while communication-

Crossing your arms over your chest signifies to a listener that you do not agree with them and you are closed off from what they are saying. Fidgeting while listening also imparts cues that you are not interested in what is going on. This includes fiddling with your hands or doodling, as well as swinging your foot and crossing and re-crossing your legs. Keeping still while listening may not be easy, but it lets the speaker know that you care about what they are saying.

In the workplace, people interact with each other throughout the workday using verbal and nonverbal communication. In essence, the way individuals deliver nonverbal messages can be more important than verbal dialogue.

Depending on your occupation, you may be required to communicate messages to others on a regular basis; certain occupations -- such as teachers, salespeople, journalists, doctors, lawyers and corporate

executives -- spend a great deal of their workday communicating with others. Using nonverbal cues can enhance how people receive your communication and give an effective response.

Conclusion

It takes just one-tenth of a second for someone to judge and make their first impression. A first impression is a lasting non-verbal communicator. The way a person portrays themselves on the first encounter is non-verbal statement to the observer. "First impressions are lasting impressions." Our non verbal behavior gives away our inner personality and reflects our inner attitude. The uses of understanding nonverbal communication in a work environment are endless. Therefore, there is still a definite need for training in this area for all professionals. The key factor is to bring about clarification to missing information and misunderstandings that may arise. These non verbal cues reinforce the message clearly and make the professional interaction successful.

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