Non-Verbal Communication and its effectiveness

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**Abstract**

The paper explores the effectiveness of non-verbal communications and how it improves the level of interaction. Non-verbal communication is equally important as verbal one, and are used for transmitting implicit message. These communications are based on facial expressions, body language and gestures. Non-verbal communications are important to study because they are focused on sharing additional information.

Introduction

All communication acts other than speech are interpreted as non-verbal communications. Information is transmitted through signals that are perceived by others in a different manner. People are often unaware of their own body language and are inclined to interpret others actions. Non-verbal communication “is defined as behavior of the face, body, or voice minus the linguistic content, in other words, everything but the words” (Hall, 2019). When people are interacting, some information is also transmitted through actions which is interpreted as non-verbal communication. Literature reveals that non-verbal communications play significant role in regulating interactions. Non-verbal signs are utilized for regulating system, cueing hierarchy and signals the flow of interaction (Mandal, 2014). When people engage in conversations or interactions, they give and receive signals.

Types of non-verbal communications

Gestures, facial expressions, eye contact, touch, voice, body movement and posture are all different types of verbal communications.

* Gestures

Gestures are deliberate movements that transmit message without words. Movement of hands such as pointing, waving and use of fingers for highlighting numeric values are all gestures. Speaker must be able to choose the right gestures that are adequate for sharing the message in right manner. Wrong use of gestures can undermine the quality of communications and leads to unpleasant interactions (Phutela, 2015).

* Facial expressions

Facial expressions are also modes of non-verbal communication that involve sharing of an expression through a smile or a frown. Pleasant communications demand smile and other positive expressions. Happiness, sadness, anger or confusion are common facial expressions (Phutela, 2015).

* Eye contact

Eyes play significant role in non-verbal communications that involve looking, staring, blinking and showing recognition or confusion. Repetitive blinking of eye expresses confusion or curiosity. While a spot gaze transmits confidence (Hall, Horgan, & Murphy, 2018). Steady eye contact is crucial for developing trust and reflects trustworthiness. Eye contact is used by people to determine if the speaker is lying or is honest.

* Hepatics

This is another aspect of non-verbal communications that stresses on importance of touch. This depends on speaker’s ability of transmitting affection, love, sympathy, familiarity and other emotions (Hall, Horgan, & Murphy, 2018). This is an effective non-verbal tool which ensures building interactive relation with the listener.

* Paralinguistic

This is an important factor which includes appropriate use of tone, voice, pitch, loudness and inflection. A powerful tone is more likely to convince the reader compared to a confused tone. Strong tone and voice are essential for approval and enthusiasm. Different methods can be adopted for changing the meaning of a sentence such as words uttered in a hesitant tone leads to disproval or lack of interest.

* Proxemics

This is important aspects of non-verbal communications and refers to offering personal space. Proxemics depict that the speaker must be able to offer certain degree of personal space to the listener. This is influenced by cultural expectations, social norms, situational and personality factors. By using proxemics appropriately, the speaker can improve the clarity of message for the reader.

Improving non-verbal communications

Non-verbal communications are equally important as verbal communications so people must learn to improve them. Non-verbal communications can play significant role in enhancing the relationship between the speaker and the listener. For improving these communications, it is essential to learn the skill. The speaker must learn to maintain a stable eye contact with the recipient because it will transmit confidence. The speaker must also learn to convey facial expressions in the right way such as by adopting a welcoming expression. The communicator must display positive moods because it impacts the nature of interaction. It suggests avoiding negative moods or facial expressions such as anger, lack of interest or disrespect. The speaker must remain considerate for personal space by making the listener comfortable. It is important to maintain personal distance that will improve the confidence and level of trust. It is important to remain aware of one’s postures and make use of body gestures appropriately. The speaker must be able to know when he should keep his legs straight and when he can sit or stand. Practice is essential for understanding the use of tone and voices in right manner. This depicts that the speaker must know when to should polite tone and when to speak loudly. Similarly, tones are also used for showing agreement or disagreement on the argument or discussion. Cultural competency is also important because it allow speaker to know how cultural values or norms might influence his communication.

Conclusion

Non-verbal communications are equally important as verbal interaction. The speaker in communicating with a person relies on non-verbal tools that are gesture, facial expressions, voice, tone, body language and paralinguistic. It is crucial for the employees to develop non-verbal communication competency because it improves their ability of transmitting the message in effective manner. The outcome of the communications also improves when people rely on both verbal and non-verbal communications.

References

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