



SESSION 3 – Annex 2

NON VERBAL COMMUNICATION

- **EXPRESSES EMOTIONAL STATES**
- **MORE RELIABLE INFORMATION THAN WORDS**
- **REPLACES THE VERBAL COMMUNICATION OF DIFFICULT speaking, channels of participation RICHER**
- **REFORM OR SUPPLEMENT THE VERBAL COMMUNICATION**
- **COMMUNICATE THE RESPONSE (FEED-BACK)**



NON VERBAL COMMUNICATION

KINESIA

- ☐ BODY POSTURE
- ☐ GESTURES
- ☐ LOOK (WAY OF LOOKING)
- ☐ SMILE

PARALINGUISTICS

- ☐ VOICE TONE
- ☐ VOICE INFLECTIONS
- ☐ VOICE VOLUME
- ☐ PAUSES AND SILENCES

PROXEMIC

- ☐ PERSONAL SPACE
- ☐ HUMAN TERRITORIAL BEHAVIOUR



NON VERBAL COMMUNICATION

PARALINGUISTICS

VOLUME

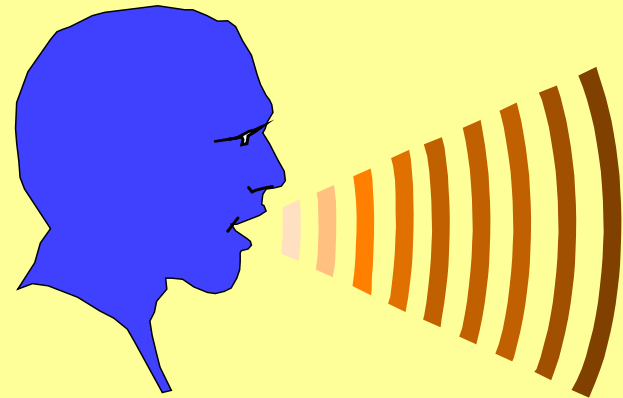
RELATED TO THE INTENTION OF SHOWING
AUTHORITY AND CONTROL

RYTHM

ORAL FLUENCY

TONE

EMOTIONAL REFLEX





NON VERBAL COMMUNICATION

SILENCE

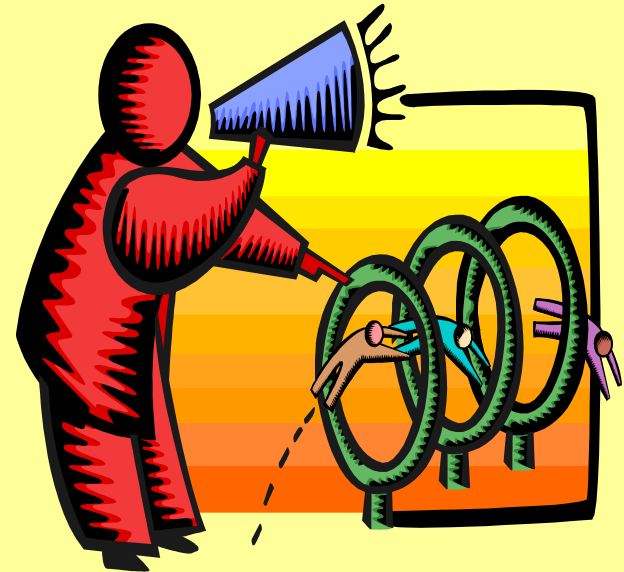
✓ TO CATCH ATTENTION

✓ FOR REFLECTION

✓ ANNOUNCE THE STEP FROM ONE IDEA TO ANOTHER

✓ TO HIGHLIGHT AN IDEA

✓ IT INCORPORATES A CERTAIN ANXIETY





COMUNICATION NO VERBAL

KINESIA

The body is the first transmitter element

SMILE

IT EXPRESSES SATISFACTION, HAPPINESS, RECEPTION,
TRUST, DISTENTION...

THERE ARE 18 DIFFERENT ONES, THE SYMETRIC IS THE
TRUE ONE. ERDA



COMUNICATION NO VERBAL

**ITS ONE OF THE MOST EXPRESSIVE
ELEMENTS**

**LOOK
(WAY OF)**

- **IT EXPRESSES PERSONAL AND INTERPERSONAL ATTITUDES**
- **IT OFFERS AND GETS INFORMATION**
- **IT GIVES RYTHM**
- **IT GIVES PRIORITIES: LEADERS, MARGINALIZED...**
- **IT EXPRESSES ATTITUDE FACING THE OTHER**
- **IT TRIGGERS FEELINGS AND ATTITUDES**
- **IT EXPRESSES STRENGTH, LEVEL OF PERSONAL IMPLICATION**
- **IT REFLECTS LEVEL OF ATTENTION TO THE OTHER**



COMUNICACION NO VERBAL

POSTURE

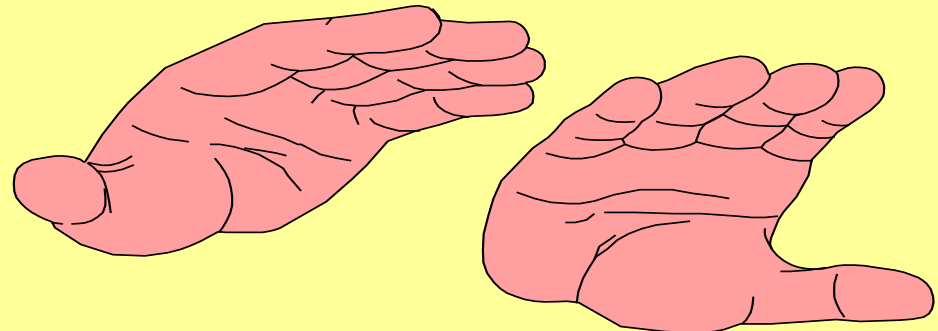
☐ BODY POSTURE

☐ WALKING

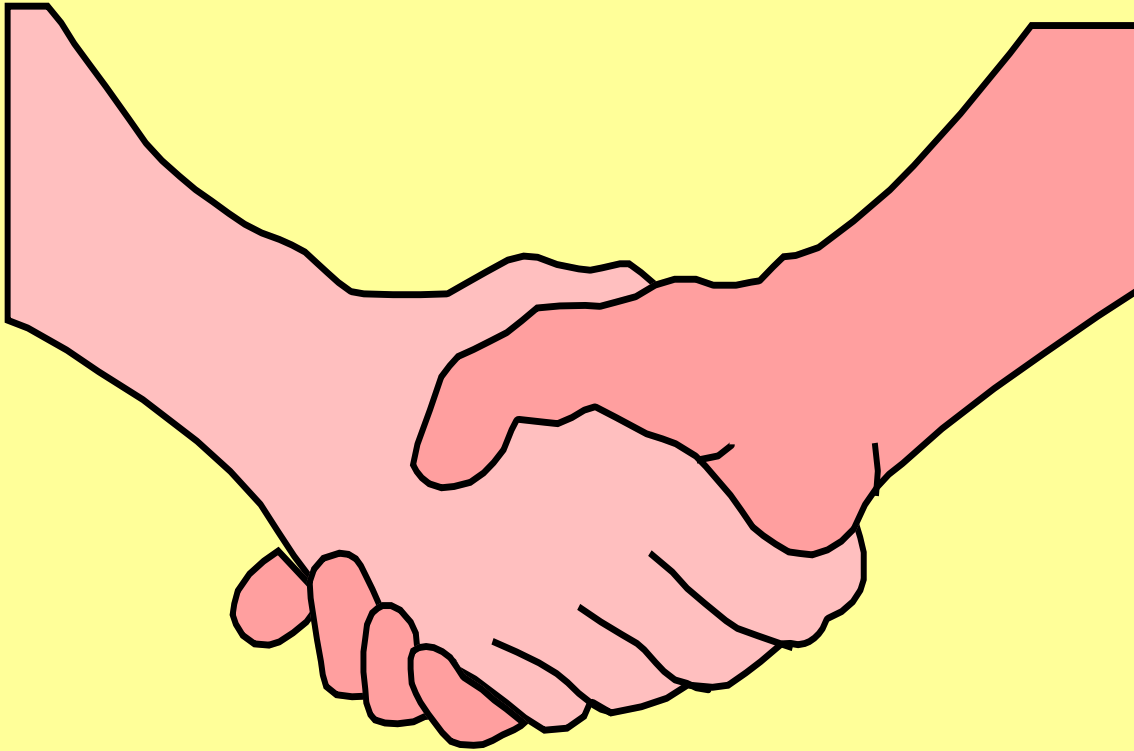
☐ ARMS

☐ MOVEMENT

GESTURES ☐ HANDS
☐ FACIAL EXPRESSIONS



HOW TO GIVE OUR HAND?







COMUNICATION NO VERBAL

PROXEMIC

RESEARCH ON PERSONAL SPACE

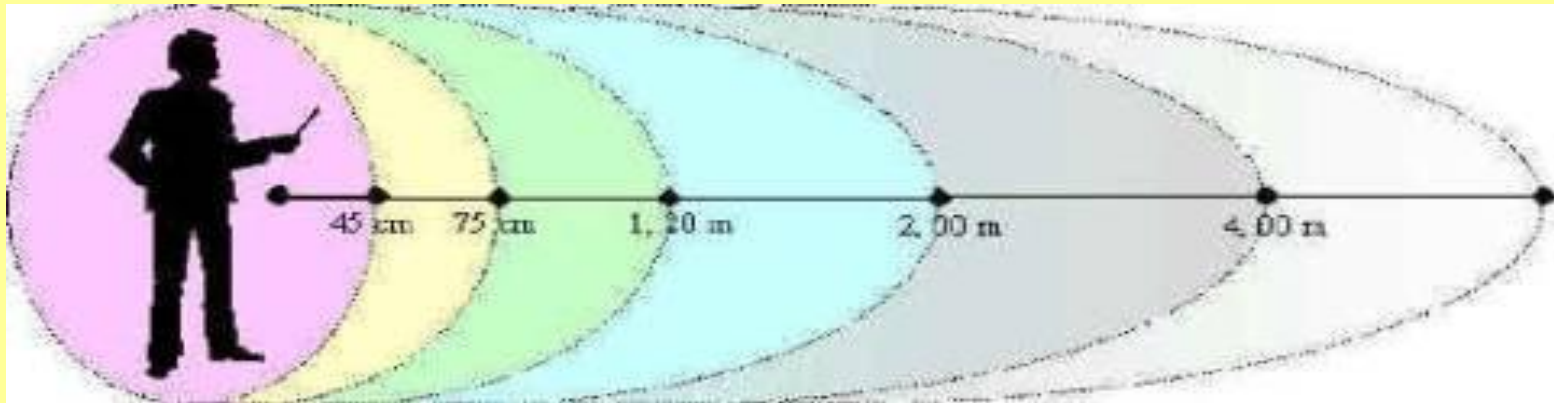
- PROXIMPHYSICAL PROXIMITY IN INTERACTION
- PERSONAL CONTACT

HUMAN TERRITORIAL BEHAVIOUR



COMUNICACIÓN NO VERBAL

HYPOTETIC SCALE OF DISTANCES



CONTACT DISTANCE

FAR PERSONAL DISTANCE

FAR SOCIAL DISTANCE

NEAR PERSONAL DISTANCE

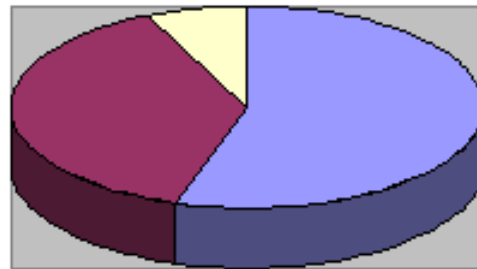
NEAR SOCIAL DISTANCE

PUBLIC DISTANCE



COMUNICACIÓN NO VERBAL

“There is never a second opportunity to give a a first impression”



- Qué aspecto tengo : 55%
- Cómo hablo : 38%
- Qué digo : 7%

It is impossible not to communicate. The first impresión is a perception process of a person from the other that happens in a short time. Normally we are not totally conscience of its emmision nor reception of information articulating it.