

SESSION 3 – Annex 1

NON VERBAL COMMUNICATION

VERBAL LANGUAGE

It is the content, the word, what is not said.

Through it, we communicate ideas, give information about our knowledge, experience, we request information ...

NO VERBAL LANGUAGE

Body language has over 1,000,000 gestures, cues and signals. A language has 150,000 words from which a person uses per day not more than 1500.

In a face to face conversation only 10% of the message is communicated in words. The intonation and rhythm of the voice are 25% and other 65% body language.

Body language always tells the truth. Women are generally more intuitive than men.

Definition: Nonverbal communication is a communication channel that helps interpret all messages that are not expressed with verbal language, and that one way or another have an impact on verbal communication.

It is not an isolated unit, but an integral part of the global communication process.

It is how we say that content:

- Tone, voice volume.
- inflections and voice modulation.
- Gestures of body, face and hands.
- Posture away.
- Smile.
- Eye contact (facial expression, gaze).
- Physical contact.

The two channels (verbal and nonverbal), are very important for communication and has to be consistency between them (not contradict, support each other).

It is important to note that a contradiction between the two channels, which gives us more information usually is nonverbal.

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Volume: to be heard clearly. Beware of final sentence since they tend to fall.

Pronunciation

Intonation: monotonous voice loses persuasiveness and attractive to catch the attention of ayentes ..

Rhythm: the key is variety,

Pauses: they serve to reflect and announce the passing from one idea to another. They are also an effective way to attract attention before you start talking, after a interrupción, or to highlight a particularly important content.

All silent incorporates some anxiety, both pair who hears it as you use it, why has and use it carefully so as not to generate a degree of tension we know control.

BODY ATTITUDE

The position is available to the body or its parts in relation to a reference system, which can be good, the orientation of an element with another element of the body or the body as a whole or in relation to another body.

It is essential to realize our people, physical appearance and manners.

Personal attitude, that part of security in oneself is the beginning for any act in life.

No part of our body functions independently. Each of us is a unit and through our positions and movements reveals our personality.

So speaking of more open or closed positions, an open position involves arms and legs do not separate one from another party; the closed position associated with using arms legs or hands in the form of protection or barrier.

On the other hand say that the orientation or angle also refers to what we want to convey with our body. The movement, for example, be transmitted from energy and dynamism to concerns or dynamism.

Body language is a form of silent communication that reveals aspects of personality that usually go unnoticed.

WALK

If we observe a a person's walk we will discover many aspects of his personality (looking lost, gives a sense of fear ...)

ARMS

The arms are tips that maintains the body's balance, so we have to move by taking them slightly toward the center of the body.

GESTURES

Safety is ratified by the gesture. When's talk with someone, the correct way is to maintain a safe distance from the speaker, remembering that everyone has an imaginary space of 50 cm around (safety distance in which we feel good). When this space is invaded, unconsciously, the other person is retracted, is upset or may feel harassed.

Gestural communication that accompany harmoniously our verbal message is the best assistant for the communication process develops effectively.

They can be divided into:

- Emblematic (shake hands in farewell)
- Illustrative (which emphasize verbal language, gestures are neutral)
- Emotive (which serve to emphasize the language, but have an emotional charge)
- Regulators interaction (regulate interaction interventions)
- Adaptive or adapters (delicacy emotions that we express)

FACE

It is the most expressive part of our bodies.

Facial expression is used for two things: to regulate and strengthen the receptor interaction.

Not all communication is transmitted through facial expression is likely to be perceived by the conscious speaker, however it is known that the impressions we get from others are also influenced by the imperceptible movements of verbal communication other.

Are as important for emotional transmission and capture impressions and judgments of other perceptible facial movements, such as the imperceptible, that is very difficult to control movements.

Six major facial expressions are: happiness, sadness, disgust, anger, fear or interest.

The bad gestures or grimaces cause bad feeling: frown, prevent or make it look from the corner of the eye expressed some uncertainty.

THE LOOK

It is studied in isolation because of the great importance.

It has several functions such as:

- **Regulates the communicative act: his eyes indicate the content.**
- **Source of information complement of hearing**
- **expresses emotions we associate different eye movements with a wide range of human expressions.**
- **Comunicadora nature of inter personal relationship, for example, the dilated is an indicator of interest and appeal,**

EYES: Eye contact is used to study how often we look the other or maintaining contact.

Look frequency increases when a person is interested in the other, when you try to dominate or outgoing.

SMILE: is used to express joy, sympathy or happiness.

It is also used to make stressful situations become more bearable.

To emphasize that the smile also has a therapeutic purpose (eg, laughter therapy sessions).

Paralinguistic

Linguistic behavior is determined by two factors:

- **The code**
- **The content**

Variations

- **linguistic (choice of language, simple or elaborate use of language)**
- **non-language, such as volume, volume and rhythm in his voice.**

Proxemics

It refers to the broad set of related to the use and structure of the immediate area of the person nonverbal behaviors.

There are two proxemic areas:

- **studies of personal space (physical proximity on interaction and personal contact)**
- **studies of human territorial behavior (type of space you need people to live reasonably, without feeling intrusive)**

This language is useful to know without actually set ourselves obsessively on the way you talk, catch phrases, repetitions or monotonous voice tones, as these and other details can distract GOOD IDEAS EXPRESSED BY THE OTHER PERSON.

A MODERATE critical sense can help us speak better, but when is exaggerated, mocking WASTE MAKES NO COMMUNICATION AND PRECISELY BECAUSE OF WHICH IS EXPRESSED WITH DIFFICULT, BUT THE LISTENING WITHOUT INTEREST AND superiority.