Nonverbal Communication Awareness: More than Words

Jacy Whitehead
English Language Learning Instructor and Trainer
WATCH!
Think about it.
What to Expect Today

You should leave with an awareness of nonverbal communication’s complexity.

We will observe and discuss how nonverbal communication is
- used
- perceived
- unique to individuals
“Be cautioned that nonverbal communication is so inextricably bound up with verbal aspects of the communication process that we can only separate them artificially. In actual practice, such separation does not occur.”

Mark L. Knapp
How do we know it?

**Behavior**
- Translations
- Modifications
- Adaptors

**Individual Styles**
- a mix of:
  - social
  - interpersonal
  - biological
  - cultural

---

**How do we know it?**
Example:
55% of emotion-related messages (attitudes, feelings) come from nonverbal elements such as facial expressions, gestures, and posture.

Dr. Albert Mehrabian
Body Movement

- Gestures
- Facial expressions
- Eye movement
- Touch
- Space
Gestures

Mingle may be offensive or have other meaning.
Facial Expressions: Emotions

Universal

Anger
Disgust
Happiness
Sadness
Fear
Surprise
Contempt

WATCH!
Think about it.
Facial Expressions: Smiles

http://news.wisc.edu/researchers-crack-the-smile-describing-3-types-by-muscle-movement/
Eye Movement

Find a partner
Body Movement

- Gestures
- Facial expressions
- Eye movement
- Touch
- Space
Vocal Cues

How it’s said.

tone
sighing
tempo
groaning

pitch
loudness

softness

laughing

whispering
THANK YOU!

Jacy Whitehead
English Language Learning Instructor and Trainer

Primary Resources

• Nonverbal Communication in Human Interaction by Mark L. Knapp

• The Social Context of Nonverbal Behavior edited by Philippot, Feldman, Coats
11:00 AM - 12:15 PM
SESSION SURVEY

http://bycell.co/ghgw