

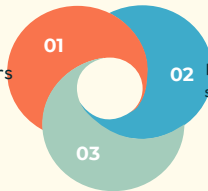
ECPS4012 Exploring Emotion and Communication

Nonverbal Communication

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Introduction

Verbal messages
important, but
nonverbal behaviours
and actions vital to
communication



Facial expressions,
posture, and vocal tones
help facilitate turn-taking,
show emotion, and convey
affection

Robots can now interpret nonverbal cues
and mimic expressions in responses

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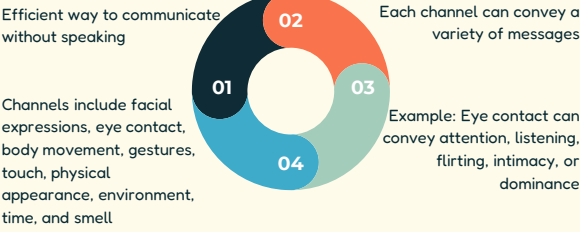
Nonverbal Behaviours

- Human actions that have potential to form meaningful messages
- Nonverbal communication is process of creating meaning in another person's mind through nonverbal behaviours
- As much as 65% of meaning comes from nonverbal behaviours
- Nonverbal communication plays pervasive role in shaping interaction



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Characteristics of Nonverbal Communication



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TABLE 6.1 The channels of nonverbal behavior

Channels	Behaviors	Examples
Kinesics	Movement of the body: includes gestures, orientation of the body during conversation, posture	When you arrive late to a party by yourself, a friend waves and motions for you to come over by her. The people she's talking to turn toward you to greet you.
Facial expressions	Movement of the facial muscles: primarily for the communication of various emotions	Your friends throw you a surprise party for your birthday. When you walk in, your eyes open wide, your eyebrows raise, and your mouth drops open, revealing your surprise.
Eye behavior	Movement of the eyes: includes looking, gazing, eye contact, and pupil dilation	When studying in the library, the person at the next table keeps looking in your direction. You have made eye contact a number of times, which

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TABLE 6.1 continued

Channels	Behaviors	Examples
Haptics	Touching behavior: includes shaking hands, hugging, kissing, patting on the back, tickling, or holding someone, as well as touching your own body, such as rubbing your eyes to show that you're tired	prompt you to stay glued eye on your laptop. Your friend is very soft over the depth of her dog. In an effort to comfort her, you put your arm around her, rub her back, and then give her a hug.
Paralinguistics	Characteristics of the voice: includes volume, tone, rate of speech, pitch, intensity, vocal attributes, height, and silence	You pick up the telephone and recognize your best friend's voice on the other end. She is speaking softly and there is a quiet in her voice, prompting you to ask "What's wrong?"
Physical appearance	Visible features of the body: includes body shape and size, hair, skin, gender, clothing, cutting, accessories, beauty and attractiveness	Students who attend private high schools are often required to wear it school uniforms. This uniform ensures that students will appear "clean cut" and identifies the students as belonging to that institution.
Proxemics	Use of physical space: includes arrangements of objects in physical space, markers of personal territory, and a need for personal space	You are riding in an elevator when another passenger enters, so you move to the far left corner and the other passenger stands in the far right corner to preserve your physical space. Another rider enters and stands near the front of the elevator.
Chronemics	Orientation toward time: a desire to do one thing at a time versus a preference to engage in many activities at once; use of time to communicate cultural values and beliefs; power, intimacy	You arrive early to an interview for a job previously won. The interviewer will let you back from lunch, but you wait patiently because the his power over you in the situation, and culture dictates that you should wait for more powerful people.
Olfaction	Scent and odors: includes body odor, pheromones, colognes and perfumes, cleanliness, and smells in the environment	Your recent hair interest has agreed to come over for dinner. To prepare for the date, you bake cookies to make your house smell good, apply perfume to complement your body, and light a scented candle.

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Analog Codes and Channels

Words have no physical connection to object they represent



Nonverbal communication is an analogic code system

Nonverbal behaviours bear direct resemblance to object/idea they represent

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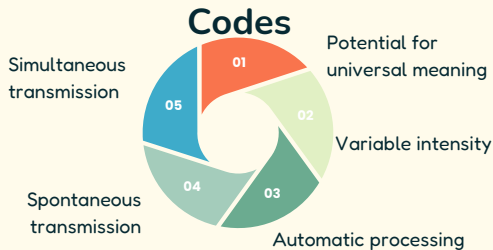


Language vs Nonverbal Behaviour

- Using language to communicate sadness: "I feel sad"
- Using nonverbal behaviour to communicate sadness: downcast eyes, pouting mouth, crying, slumped body posture
- Nonverbal behaviour resembles feeling of sadness

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Key Characteristics of Analogic Codes



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Potential for Universal Meaning

- Analogic codes more likely to resemble object or idea they refer to
- Easily recognized across cultures and contexts
- Symbols with universal meaning transcend cultural differences

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Variable Intensity

- 01 Evident in touch, eye contact, voice variations
- 02 Nonverbal behaviours range in terms of strength
- 03 Expressions of emotion can have varying intensities



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Simultaneous Transmission

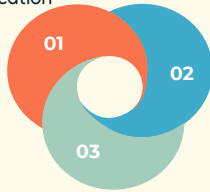
- Multiple signals can be sent through different channels simultaneously
- Verbal message expresses one feeling, nonverbal behaviour communicates many details
- Example: conveying anger through verbal and nonverbal cues



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Spontaneous Transmission

Nonverbal communication often happens unconsciously



Behaviours are not consciously constructed

Examples: nervous behaviours, liking gestures

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Automatic Processing



- Interpreting nonverbal messages without conscious awareness
- Ability to comprehend and respond to nonverbal messages
- Examples: recognizing someone's emotions or discomfort

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Complexity of Nonverbal Communication

- 01 Increasing awareness of nonverbal messages
- 02 Nonverbal communication is a complex web of behaviours
- 03 Monitoring nonverbal behaviour through multiple channels

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Guarding Against False Assumptions

- False assumptions and snap judgments can occur with nonverbal cues
- Crying can indicate different emotions depending on context
- Correct interpretation requires questioning initial reactions and considering context

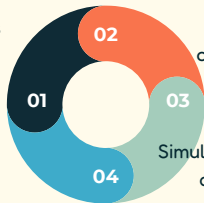


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Functions of Nonverbal Messages: Communicating Emotion

Nonverbal messages reveal our feelings

Facial expressions, such as smiles and frowns, convey emotions



Voice tone and pitch can indicate emotions

Simulation, intensification, deintensification, and masking are ways we display or hide emotions

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Communicating Liking

- Immediacy in nonverbal behaviour indicates liking
- Eye contact and touch are important in expressing liking
- Body movements, such as smiling and nodding, contribute to perceptions of liking



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Communicating Power and Status

Power and status can be communicated through appearance



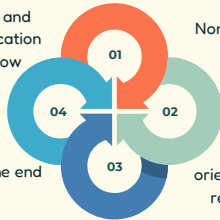
Physical attractiveness and vocal qualities influence perceptions of power

Body posture and use of space also indicate power and status

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Regulating Conversation

Turn-taking behaviours and back-channel communication manage conversation flow



Nonverbal cues help initiate, maintain, and end conversations

Nonverbal cues mark the end of a conversation

Eye contact, body orientation, and touch signal readiness to communicate

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Conclusion

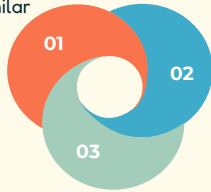
- 01 Skilled communicators are aware of power dynamics for effective message exchange
- 02 Nonverbal behaviours play a crucial role in interpersonal interactions
- 03 They reflect the nature of relationships and convey emotions



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Individual Differences

People are more similar than different in nonverbal communication



Similar behaviours across cultures and between genders

Differences do exist in nonverbal behaviour

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Differences across Cultures

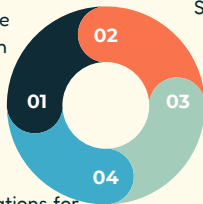
- Nonverbal markers of cultural identity
- Emblems with different meanings in different cultures
- Differences in time orientation
- Different perceptions of attractiveness



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Differences between Genders

Men and women have more similarities than differences



Socialization and role models

Reinforcement of gendered behaviours

Evolutionary explanations for gender differences

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Expressiveness and Emotional Display

- Women tend to be more expressive in the face
- Men are more likely to display anger
- Socialization and reinforcement of emotional expressiveness

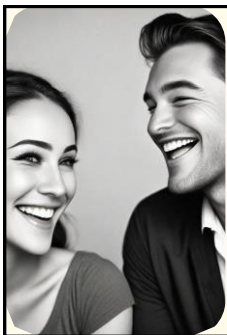
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Personal Space and Proxemics

- 01 Impact on nonverbal communication
- 02 Gender differences in physical space requirements
- 03 Socialization and conditioning of personal space preferences



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Conclusion

- Understanding individual differences in nonverbal communication is important
- Helps in interpreting nonverbal messages accurately

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Combining Verbal and Nonverbal Messages

Verbal and nonverbal cues work together to convey meaning

Nonverbal behaviors can complement, accentuate, substitute, or contradict verbal messages

Function	Definition	Example
Complementing	When nonverbal messages enhance or help to illustrate the ideas that are being spoken	You might hug and kiss a romantic partner while speaking the words "I love you"
Accenting	When nonverbal behaviors add emphasis to particular words and phrases	When professors want to make sure that students understand an idea, they might pause after a sentence to indicate that this was an important thought
Substituting	When nonverbal behaviors replace a word that conveys the same meaning	If someone asked you how you did on your midterm exam, you might make the "OK" symbol with your hand instead of saying "I did fine"
Contradicting	When nonverbal behaviors are in contrast to the words that are spoken	A person might say "I'm all right," but his or her face revealed fear and quivering voice would send a different message

Consistency between verbal and nonverbal cues reduces miscommunication

Inconsistencies create challenges to communication

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Signs of Deception



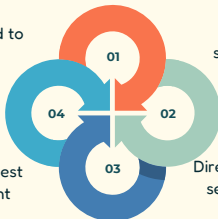
- Deception is intentional and strategic behaviour to promote false beliefs
- Inconsistencies in nonverbal behavior can reveal deceit
- Familiarity with person's typical nonverbal behaviours aids in detecting deception
- Specific cues like eye contact, speech errors, and facial expressions can indicate deception

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Negotiating Sexual Intimacy

Misinterpretation of nonverbal cues can lead to negative reactions

Combining signs of interest with clear verbal consent improves satisfaction



Nonverbal cues play a significant role in consent for sexual intimacy

Direct communication about sexual desires is beneficial

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Verbal and Nonverbal Interactions

01

Inconsistencies and deviations from typical communication patterns can indicate deception

02

Verbal and nonverbal messages offer both clarity and complexity

03

Look for signs of deception beyond controlled behaviours

04

Clear verbal and nonverbal messages are crucial in certain contexts
