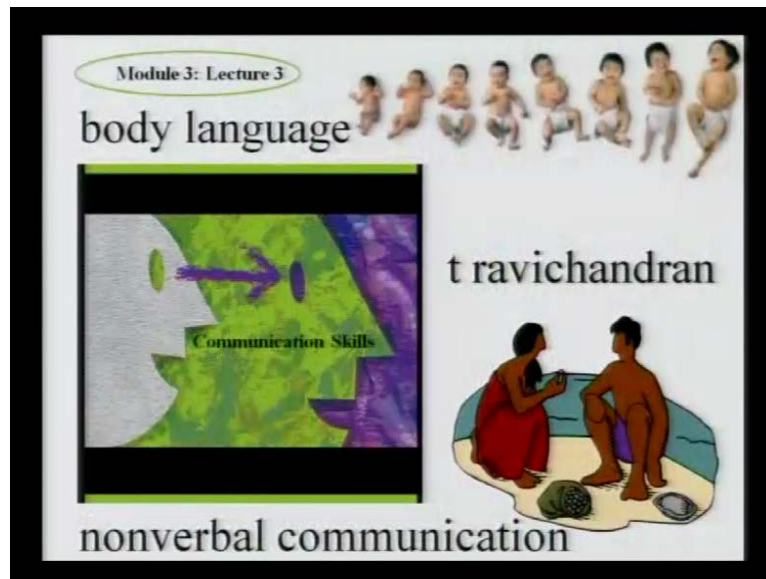


Communication Skills
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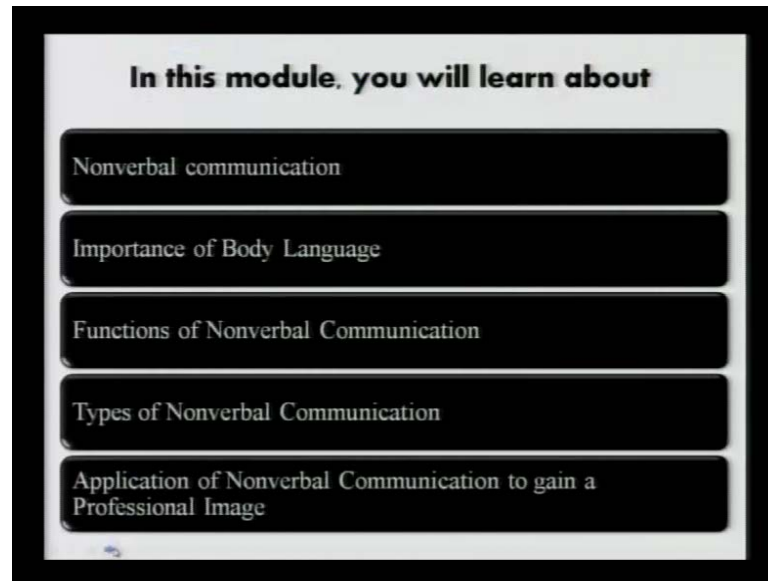
Lecture - 7

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Hello and welcome to NPTEL's course on communication skills. Now, we are on module number 3 and lecture number 3 on non-verbal communication. This is the third lecture on non-verbal communication; and this time, we are going to focus particularly on body language and proxemics.

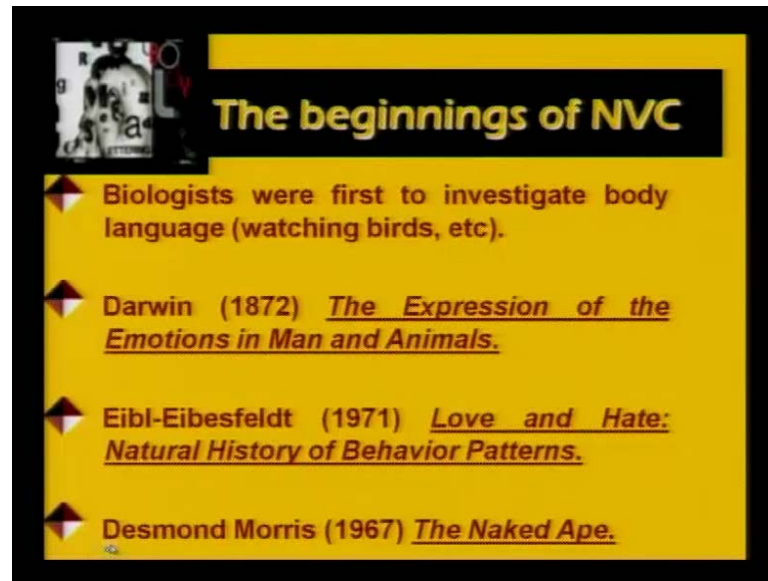
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I will tell you what this term means in just in a few minutes. Overall, in the past two lectures and in the lecture that is continuing now and the lectures which are going to come, overall in this module, what are you going to learn about? You will learn about non-verbal communication, its definition, its use and how you can use this to your benefit.

You will also try to understand body language and the importance of it. You will try to understand the functions of non-verbal communication, types of non-verbal communication and applying this non-verbal communication, especially in a professional context to gain a professional image. Now, these are the general objectives in which we are going to deal with this. Now, just to begin this lecture, let us go back to the origin of non-verbal behaviour and non-verbal communication. How this study actually started? You will be interested to know that the beginnings of the non-verbal communication actually started with ornithologists and biologists. Those people who are studying about birds and animals are the pioneers in trying to identify, trying to codify, trying to even understand the codes in terms of non-verbal communication.

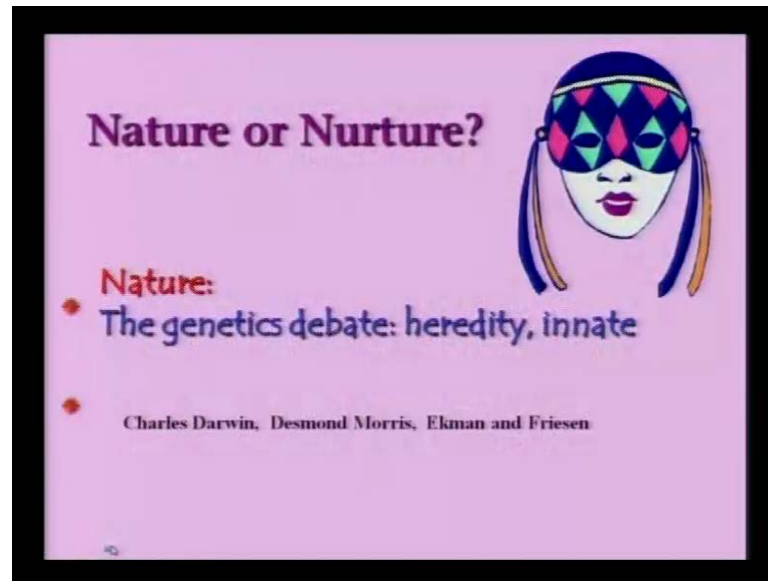
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Biologists were first investigating body language in association to watching birds, in association to peculiarly noting their behaviour and this later followed by people who were interested in animals also, such as Charles Darwin, who wrote the famous ‘The Expression of the Emotions in Man and Animals in 1872. Now, this book in fact is a very pioneering study on body language. Although he was not talking about particularly man, he started with the animals and then, started linking animal behaviour with human behaviour and then, trying to find some universals. Now, this was followed by others like Eibl-Eibesfeldt who wrote ‘Love and Hate: Natural History of Behaviour Patterns.’ They started understanding behaviour in terms of patterning. In terms of certain universal givens and then, followed by Desmond Morris and the famous book ‘The Naked Ape.’ All actually deal with animals and their behaviour and then, they try to correlate the behaviour with mankind or human beings.

Now, it leads us to the debate. When they are saying that it is of course with animals, there are certain behaviours and those behaviours we can also see in human beings. We enter into a debate as whether this non-verbal communication, non-verbal behaviour as such is something that is natural or something that can be nurtured. Which means, is it something that is given to us by god? Something that is innate or something that can be trained, cultivated as a civilized behaviour.

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Now, first let us look at the debate that says that it is nature. Now, the debate that says that it is nature or the people who think that something that is given. They think that it is in the genetic coding. It is in the DNA itself, they say. The way a person behaves in a particular situation, especially in a particular communicative situation, they say that the behaviour shown by the human being is actually coded in the genetic makeup of the person. Now, these people argue that it is heredity and it is inherited from the forefathers. It is inherited from parents, grandparents and then, they say that it is innate. It is within. So, no external thing can come and change it. So, that is their argument.

Now, accordingly you have books published and you have lot of illustrations to demonstrate this fact. We have the pioneering work done by Charles Darwin, which I discussed just before. Then, the series that followed Darwin's theories were propounded further by people like Desmond Morris. So, they all concur with the view that it is genetics; it is nature along with Ekman and Friesen. So, these are pioneering people who think that it is natural, it is in the DNA and it is in genetics and it has nothing to do with training somebody and changing it because, it is inherited. It is coming from the forefathers. Now, this is one thinking and when we go by this thinking, there are some supporting evidences to go by this thinking because, certain things, certain emotions and certain ways those emotions are being expressed by human beings are of course universal.

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Nature or Nurture?

The genetics debate

- Things like the narrowing of the eyes is universal and natural
- The Japanese comic (*manga*); the heroes are wide-eyed and innocent, the bad guys are always shown with narrowed eyes!

Look at the fact for example. Things like narrowing of the eyes is universal and natural. Narrowing as against opening it widely. Now in the Japanese comics, the famous manga the heroes are wide-eyed. So, wide-eyed and innocent. So, when somebody is wide-eyed, open eyes, indicates innocence, honesty, directness, straight forwardness as against narrow eyed, where the person is considered to be villain, criminal, conniving, manipulating, wily, wicked and so on. When the eyes are narrow, they are literally and figuratively covering something. Some kind of secret or covering some inner most thoughts and the eyes are wide open. They are just making that my heart is open and I am like an open book now. Even in the Japanese comics, the heroes are wide eyed and indicating that they are innocent and the bad guys, the villains are always shown with narrowed eyes. Now, this feature of indicating innocence using wide eyes and indicating wickedness or cunningness by using or showing narrowed eyes is something that is felt as a universal thing.

Now, this goes again with our genetics debate that, yes of course, when this is universal, this is also universal behavioural pattern and then, even when you look at animals, when they are quite excited, their eyes are quite open. Then, when they shy away from certain situations or when they want to avoid certain contact, so they try to narrow their eyes. So, this proves the genetics debate that, it is something that is inherent and something that is universal.

This also could be seen in terms of the way we use territory. Although, I will talk more about territory, use of space very soon, but just to use this as a kind of supporting evidence to the debate that it is of course nature, that is giving the non-verbal behaviour in human beings.

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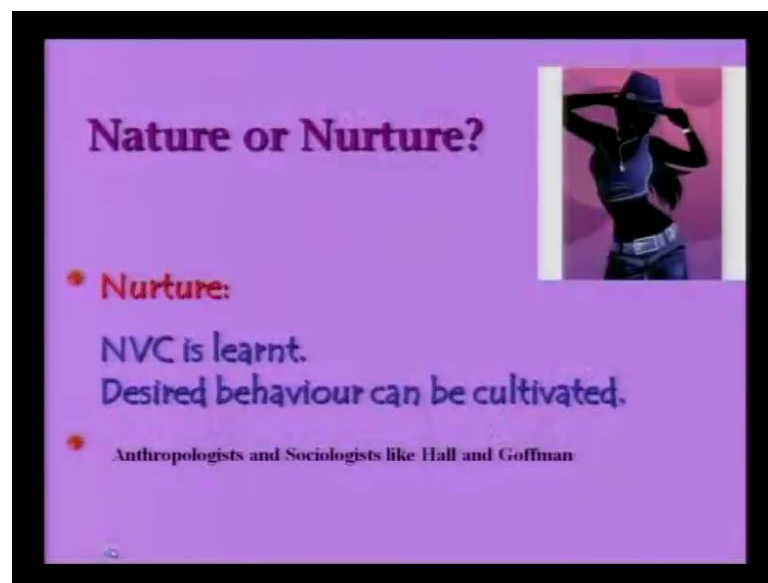


Look at the notion of the use of territory. The use of one's space. If you look at the way the animals use territory, we find lot of correlation with the way human beings use territory. Literally, the way animals use nest as their home and for man, nest is again figuratively it is home. It is private space, where intimate relationships are formed and developed.

Now on the other hand, both human beings as well as animals do not entertain strangers to encroach upon their private territories, be it nest or home. In case of animals, they may be frightened if they are weak or they may become aggressive if they are strong and same things goes with the man. Somebody knocking at a door when a very personal private discussion is going on at home, the man decides whether to open the door or just not to do that or even when he opens the door, he is very curt and let us say, there is a seller outside wants to sell something. He does not even talk to him courteously. He just tells him he does not want and shuts the door. Aggressive, that I cannot allow you to enter into my territory.

Now, this notion of using territory is again supporting this argument that, it is of course given by nature, behaviour, the non-verbal behaviour is of course given by nature and we also safeguard our private space just like the way birds and animals safeguard their private space. Even if it is a bird, when you try to steal the egg from the bird or when you go and touch the small ones, it will become ferocious. It would not let you touch the small ones. Now, when that is the case, when we see a similar kind of behaviour in human beings, we go with this theory that of course it is genetic, it is heredity and it is universal and it is something that is natural.

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Now, this is well defined but, on the other hand, there are also people who behave and who believe that behaviour is something that is cultivated. It is basically nurtured. Now, they are of the opinion that non-verbal communication is learnt and the desired behaviour, suppose you want to impress on somebody. So, you know that, if you smile, if you say Namaste, if you show some polite mannerisms, the other person is more slightly to be impressed. So, they say that the desired behaviour can be cultivated. You can cultivate. You can train yourself to have that desired behaviour. Now, who are these people? Particularly the anthropologists and then, sociologists like Hall and Goffman. They think that, no, it is not basically genetic. It is not that. It is hereditary only, but, you can also nurture. You can also cultivate certain behaviour. So, they believe that using trained methods of educating oneself; we will be able to concur with this view that it is nurtured.

Now, this view is quite interesting for us in a professional situation because, we need to go by this theory, that it is not heredity but, it is nurtured. Some of the desired behaviour can of course be cultivated. There is also another thought apart from nature or nurture as propounded by some communication theorists and psychologists like Mehrabian and E.T.Hall. Now, their thinking is that, whatever behaviour you show in a communicative situation, especially the non-verbal encoding and decoding that is happening in communicative situation, they say that it is just functional and you can actually understand that from a functional perspective.

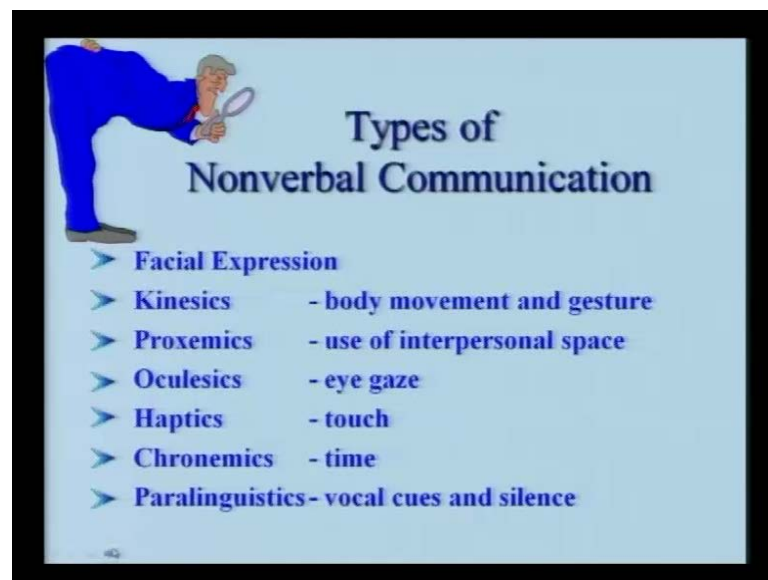
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So, basically they think that non-verbal communication is used to fulfil communication functions. So, if you want to show somebody that the person is respected, so they knew to do something to show that the person is respected. You may bow. You may say Namaste or you may shake hands. If you want to show some warmth, you do certain things. If you want to show that the person is not welcome, you do not show that on your face. You show a frown and you do not smile. You literally give a cold shoulder, so that the person feels unwelcomed. So, you know that depending on the function, you can modify your behaviour. This is also interesting just like the nurture theory that, if we concur with this theory that we can train our behaviour and then, we can use that behaviour in a functional sense for communication purposes, we are in the right track, as far as we think that we can build a professional image.

In terms of non-verbal communication, this is again interesting because you can video tape your behaviour in a professional situation. Let us say you participate in a group discussion and ask somebody to video tape or you participate in a mock interview and ask somebody to video tape and then, you just rerun the whole thing either in the group of your friends or you sit on your own and then watch. Now, you can avoid or you can ask somebody to give feedback on the negative behaviour and you can keep on avoiding all those negative behaviour in the next one. When you do that, that awareness and then that thinking that you should avoid is actually sort of cultivating a desired behaviour in you, which you are learning it because of the functional use and because of the fact that, you think that you can also nurture it

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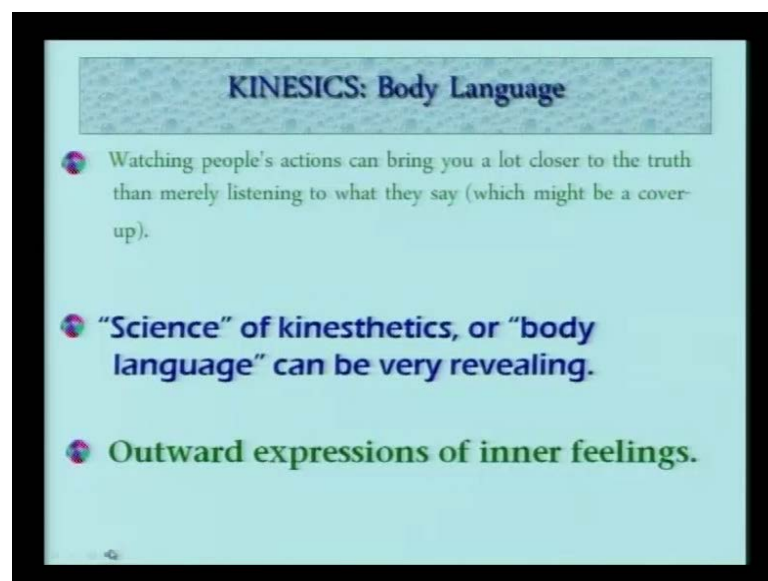


Now, once again, just very quickly recollecting the types of non-verbal communication. Facial expression on the top and then, kinesics body movement and gesture. In fact, much has been spent these days just on body movement and gesture, so much so, we equate non-verbal communication with body language. So, kinesics is sometimes gaining much more prominence compared to all other types of non-verbal communications. So, we spend more time on this and more awareness is required in terms of kinesics compared to other ones. The next one is proxemics, that is the use of interpersonal space, the use of social space, the use of territory etcetera. Oculistics is with relation to eye gaze, eye contact, minimizing or maximizing it. Haptics simply refers to touch.

Chronemics is referring to the use of time and paralinguistics refers to vocal cues and even the use of silence.

Now, let us try to look at them briefly with some examples, so that you can understand each of these types clearly and focus on the ones that you are lacking and enhance the ones you have already some idea of. For example, chronemics. So, it's very important to know your time perception and it is also very important to know the time perception prevailing in an organization. So, if you have a different kind of time perception, then, use it accordingly. You may either go late or go early and in both cases, it may clash with the organizational style. So, it is better to know the time perception from both sides. I will get into detail very soon. Let us start with kinesics and then, I will go to face. Now, kinesics is, as I said is body language. Why it is important and why should we know about this.

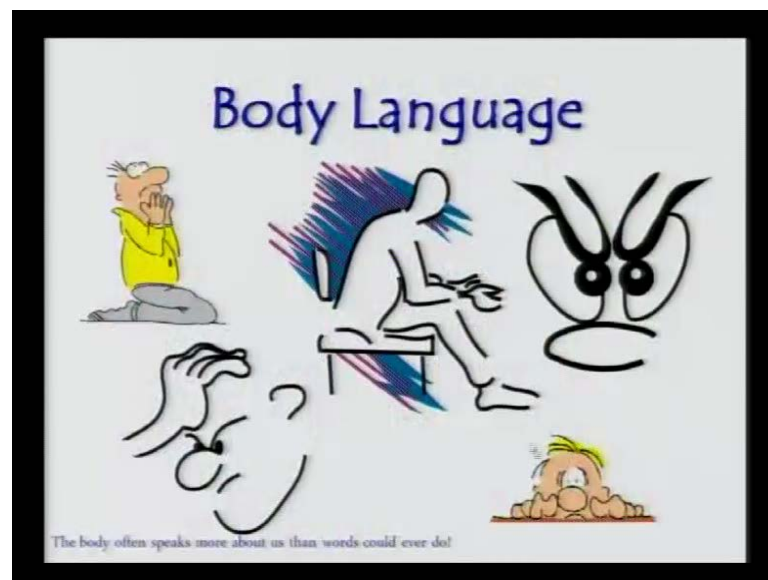
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Watching people's actions can bring you a lot closer to the truth than merely listening to what they say. Watching people's actions can bring you a lot closer to the truth than merely listening to what they say. Remember the quote by Emerson. He also says the similar thing. He says that more than what I hear, I see what you try to tell me by what you do. The same thing is suggested here. When you look at the people's actions, they tell you the actual truth and what they actually tell may sometimes be just a cover up. So, the science of kinesthetics or body language can be very revealing. To put it in another

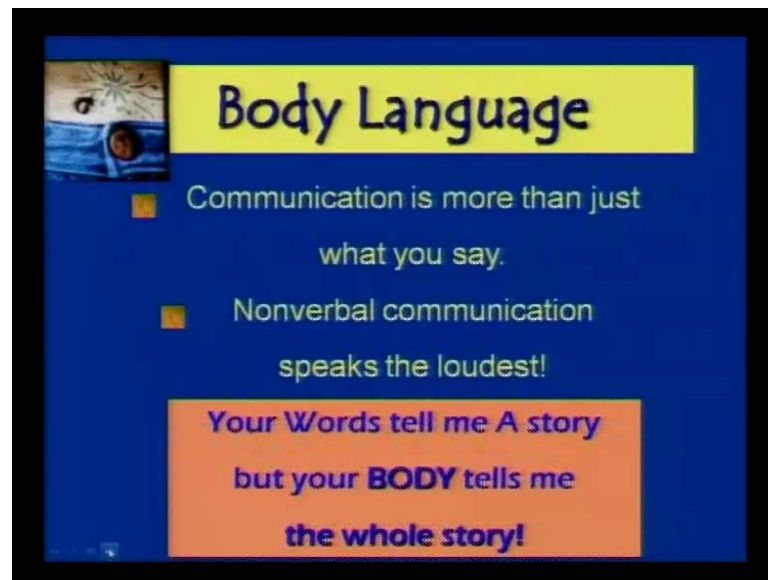
manner, we can refer to body language as outward expressions of inner feelings. So, most of the times when verbal communication tries to focus only on the feelings, which are just expressed through mind, but, the actual inner feelings are the ones which are expressed through facial expressions and body language.

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Now, even look at some of the pictures which represent various things in terms of body language. Even when you look at some of the postures, you understand that the body often speaks more about us than words could ever do. Just by looking at a person, you know that the person is worried. You may know that the person is surprised or puzzled and you know that the person is ready and willing to discuss something. You know the person is frowning, You know the person may be in awe or may be the person is just praying or just complaining to the lord or wondering why the god is doing something to him again and again and so on. Just be looking at the images you are able to form some stories or some narrative.

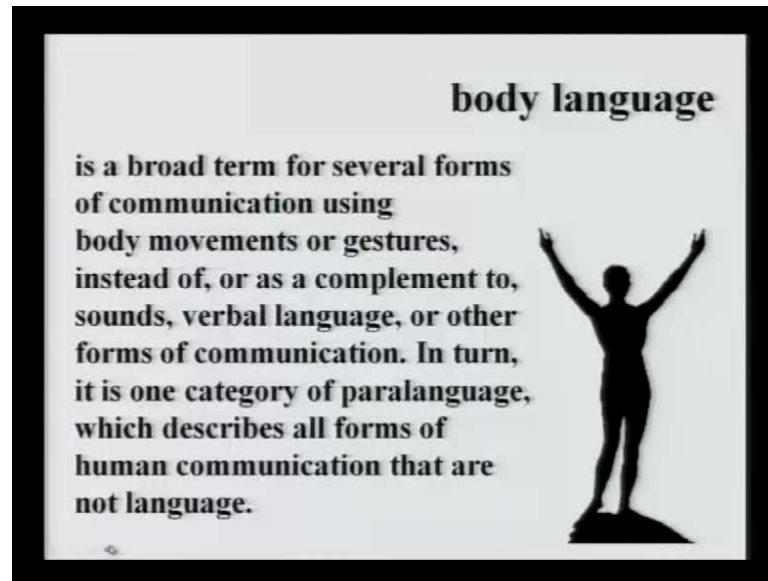
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Even if you look at something like this in terms of body language, immediately you understand that that person is trying to show that the person is fashionable. Tattoo on the body and then, jeans and then the position where it is indicating. So, these things are also speaking so much.

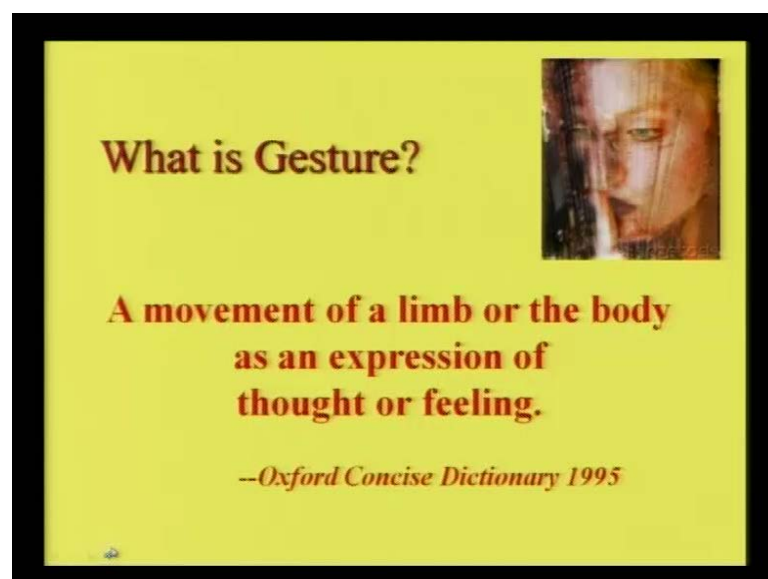
So, communication is more than just what you say. Nonverbal communication speaks the loudest in this context and as somebody said, your words tell me a story, but your body tells me the whole story. Words tell me a story. Something it tells, but, it is the body language that tells me the whole story.

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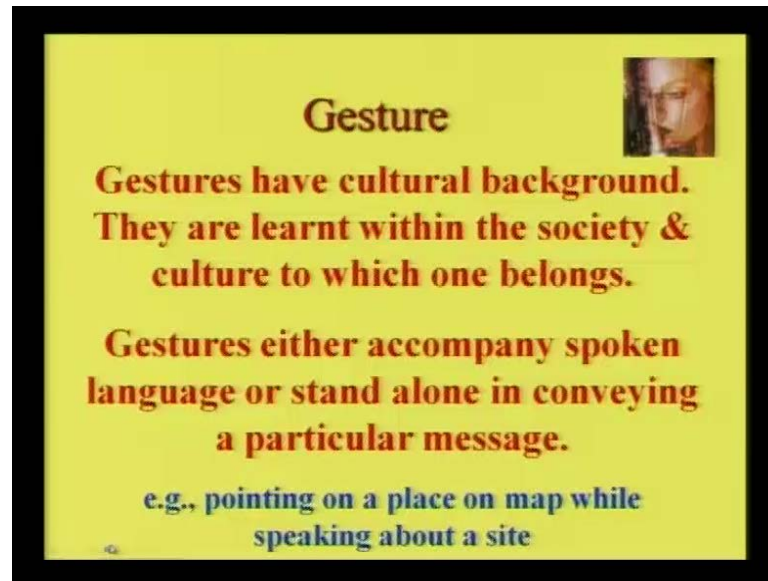


Now, definition of body language is a broad term for several forms of communication using body movements or gestures, instead of or as a complement to, sounds, verbal language, or other forms of communication. In turn, it is one category of paralanguage, which describes all forms of human communication that are not language. Gesture is one part of body language and it varies from culture to culture. But, it can be cultivated by modifying certain sociological behaviour. What is gesture? Simply speaking, it s a movement of a limb or the body as an expression of thought or feeling. This is very important.

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Gesture

Gestures have cultural background. They are learnt within the society & culture to which one belongs.

Gestures either accompany spoken language or stand alone in conveying a particular message.

e.g., pointing on a place on map while speaking about a site

Even when you move your finger positioning something, you are expressing a thought or feeling. What is interesting about gesture is that, gestures have cultural background. They are learnt within the society and culture, which one belongs to. Gestures either accompany spoken language or stand alone in conveying a particular message. So for example, pointing on a place on map while speaking about a site. So, the person is speaking and then, there is a map and the person is pointing on the map while speaking, indicating what he is talking about showing on the site.

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Mood, Emotion

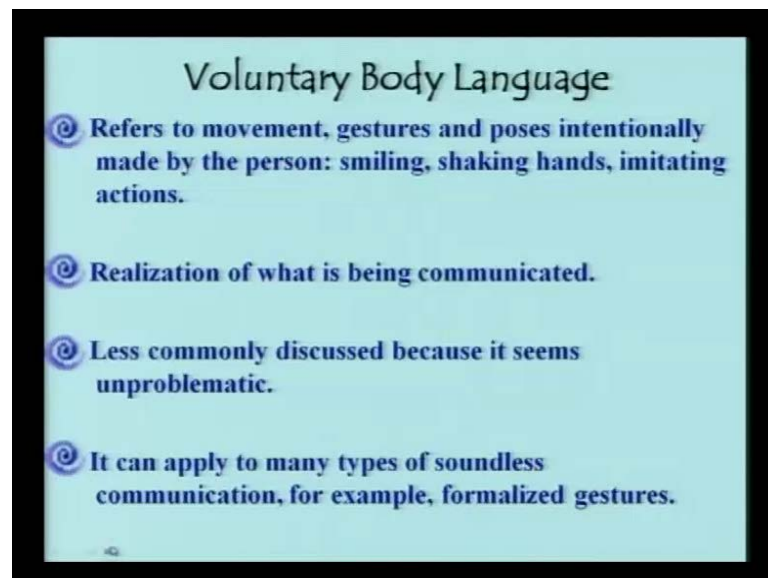
Mood and emotion are expressed by body language

Facial expressions

Tone of voice

Now, he is actually using that as a kind of complement, accompaniment to spoken language. But, gesture can also be used sometimes without even any spoken language. When you, for instance, point your finger at somebody or asking somebody to come. Now, at the same time, we should also realize that some of the gestures are considered impolite. For example, if somebody is of higher position and if you ask the person to come just indicating like this, you are very rude and impolite. Same thing goes with mood and emotion, which are expressed in terms of body language. Even tone of voice is also getting expressed in terms of body language and facial expressions. Look at various moods that I have tried to put here. So, you can show that you are happy; you are in overjoyed mood; you are also very sorrowful, excitement or puzzle or surprised. Again some kind of disturbance and then, you are annoyed, so you cry. Sometimes you are just feeling sleepy. Sometimes you are just trying to be aggressive and bossy and so on.

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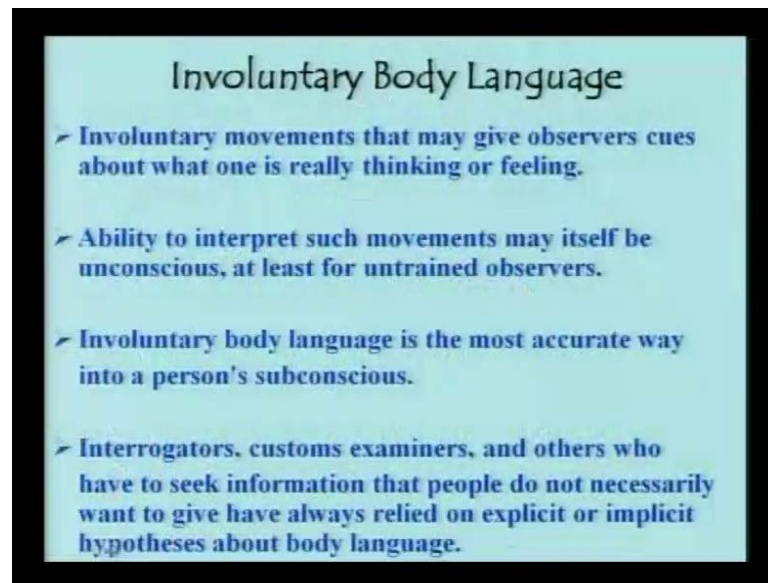
Now, as far as developing a professional image of body language is concerned, there is one interesting aspect of body language which we need to focus on and that is body language in terms of voluntary and involuntary expressions or we can talk about voluntary body language or involuntary body language. Now, what is the basic difference? Voluntary body language it refers to movements, gestures and poses intentionally made by the person, such as smiling, shaking hands and imitating actions. So, when it is voluntary, the person is intentionally showing some kind of expression. So, just to make the other person feel comfortable, the person smiles, greets, shakes hand

or even sometimes mirrors the gesture of the other person to make the other person feel comfortable. Now, here the intention is clear. Objective is known to the person. So, it is voluntary.

Now, in this case, there is always this realization of what is being communicated. The person knows what he is doing. Nothing is happening without the person's knowledge. But, this is less commonly discussed because, it seems unproblematic. Most of the times, when you go and pay huge amount of money to rectify your non-verbal behaviour, the non-verbal behaviourists are the person who is conducting that kind of course, will be more interested in identifying your involuntary body language and then, suggesting modifications on those aspect of your body language. Generally, the voluntary one is ignored because, it is not at all problematic or compared to involuntary, it is less problematic. It can apply to many types of soundless communication. For example, formalized gestures. So, all the formalized gestures. Even sometimes formal hugging or formal patting. Now, all these gestures will come under voluntary body language because, the person who does it, knows the objective clearly and the person who receives it also knows it very clearly, that the person is generating warmth or welcoming the person and so on.

Now, this is not that much important because, it is less problematic. Now, what is important or much more important is the involuntary body language. The involuntary dimension of body language. What is it? Involuntary movements that may give observers cues about what one is really thinking or feeling. Involuntary movements. Now, these movements are unthought-of. Let us say while talking to you and I am suddenly taking my hand and then doing something with my collar button and playing with the pen or I am playing with my ear or doing something with my hair or nose picking, unbuttoning and re-buttoning. Now, all these things are involuntary. I do not intend to do that.

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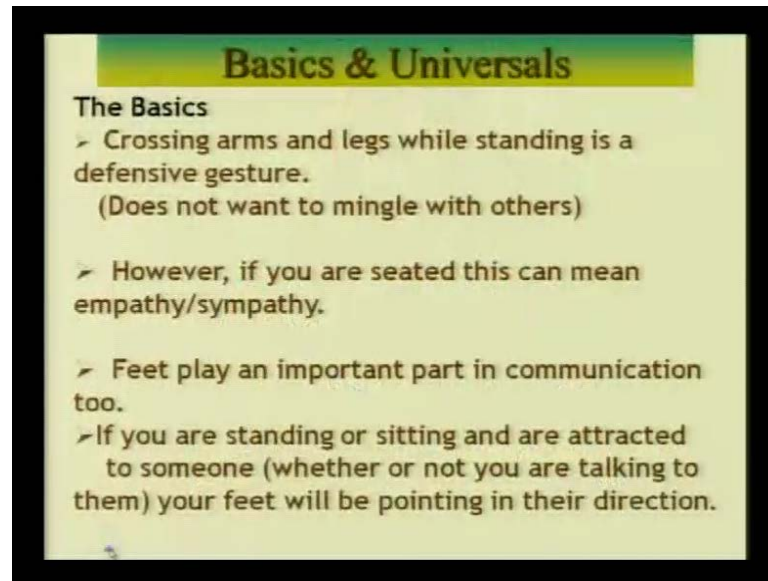
But, maybe I am nervous. Maybe I am afraid of talking to you. So, I am expressing that in different manner. My inner feelings but I am trying to hide that by my verbal language, but it comes out involuntarily without my thinking and without my knowledge. Now, what happens? Involuntary movements that may give observers cues about what one is really thinking or feeling. You will really know, when I say that this is the most interesting one and then, my hand is doing something and then, my eyes are just narrowing down, you understand that, No, I am trying to tell a lie. Maybe I myself I am not that much interested in. So, these things, the audience will get across using cues from the body language. The ones, particularly the involuntary ones.

Now, ability to interpret such movements may itself be unconscious, at least for untrained observers. Another interesting fact about this is, all of us interpret this are non-verbal cues and the ability to interpret such movements, certain negative involuntary movements happens. People do that. But then, initially they may think that even they do not know what they are doing, mostly because it is happening at the unconscious level. By looking at it, they unconsciously understand certain things and they also know that they are not that trained and at least for untrained observers, generally these are found to be slightly difficult ones, although the unconscious mind will start registering the cues and they may also make the correct interpretation.

So, involuntary body language is the most accurate way into a person subconscious. Not only the inner feelings, but also the inner most mind, the subconscious. The conscious mind is doing something, but the subconscious mind is annoyed with something else. Now, even that part can be easily seen by the audience by taking cues from the involuntary movement of body language. Then, who are the people who use this? Interrogators, for instance. Police officers who are interrogating some terrorists or some criminals or customs examiners who want to know whether the person is hiding something or telling the truth and others, anybody who is similar to this kind of profession, but, who need to seek information that people do not necessarily want to give have always relied on explicit or implicit hypotheses about body language. All this kind of people, custom officers or police officers, interrogators, they all relied on body language, especially the involuntary aspect of body language to see whether the person is telling the truth or hiding it; whether the person is a blatant liar or the person is really telling the truth.

Now, these things are noted by taking cues from the involuntary aspect of body language. Now, this you should keep in mind because, this is very important and you also give lot of involuntary body language signals to others. Now, I am not saying you should hide your feelings all the time, but in case your feelings are negative, learn to control it and then, positively change that feeling and modify the behaviour very quickly. The more negative it is, the more negative the impact will be and you will not able to get the desired response in a communication climate. So, take a note of it and try to control this involuntary body language.

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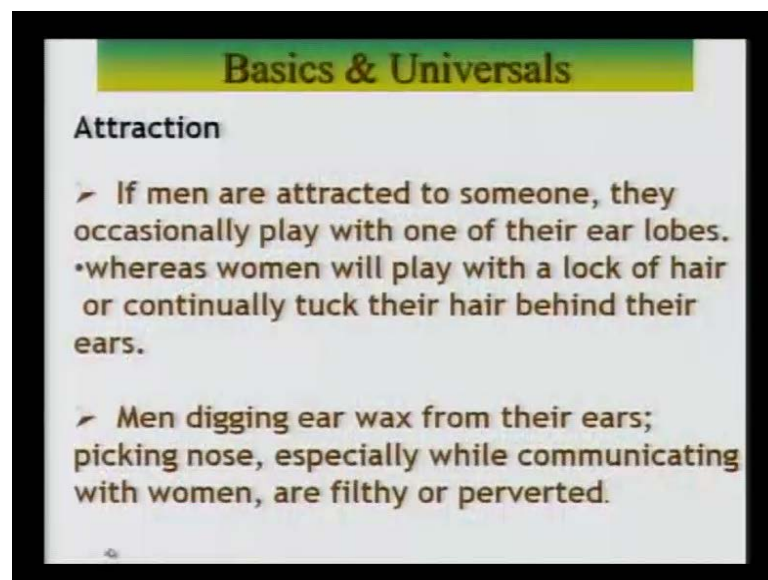
Now, having said this, what are the basics and universals? What are the gestures? What are the movements? What kind of posture? We give certain names. How do we categorize them and how do we interpret and understand them? Now, some of the basics, for example, crossing arms and legs while standing is a defensive gesture. Now, you should also understand one slight difference in the universal that I am talking about.

In the next module, we will be talking about intercultural communication, where so much focus will be given on how non-verbal behaviour varies from culture to culture. Now, when I talk about some universal or some basics, these are the general universally accepted, mostly in a western context or in a corporate culture, in a globalized scenario. We should also give contingency to the fact that, there may be variations in our regional culture, in our nationalised scenario. Which means, suppose something is ok in European and American culture, it may not be that acceptable in Indian culture.

So, whenever possible, I may slightly try to tell you the difference. So, crossing arms and legs while standing is a defensive gesture. Now, even the crossing, we need to see how. So, suppose somebody is crossing like this, of course it is a defensive one. But, you must have seen great leaders just standing like this. So, even Swami Vivekananda's famous pose is like that, crossed hands, but then holding it firmly. So, there it is actually showing confidence. So, the way you are crossing the arms will also indicate how defensive you are.

In case of women, for instance, sometimes when they do not have to do that defensive thing very openly, what they would do is, they use their folder or they use their handbag. Now, this is also, when it is used to cover up the major part of the body, it is also seen as the defensive gesture. But, at the same time, if the person is just slightly crossing the hand or crossing the legs while being seated and in discussion with somebody, it may indicate that, ok, you open up. I am just sympathizing whatever you are telling. I am empathizing with you, so you open up. I will not disturb. So, that crossed one is not indicating the closeness, but it can indicate empathy. Feeling into or feeling for some person. Whereas, when the persons are standing and they are crossing, it indicates closeness. It can also indicate that, I do not want to mingle with you. That the person does not want to mingle with others and the person wants to remain aloof and cut off from the rest. It can also mean that. Apart from hands, what about feet? Feet also play an important part in communication. Either, whether you are standing or sitting and especially you are attracted to someone, whether or not you are talking to them. This is another interesting thing.

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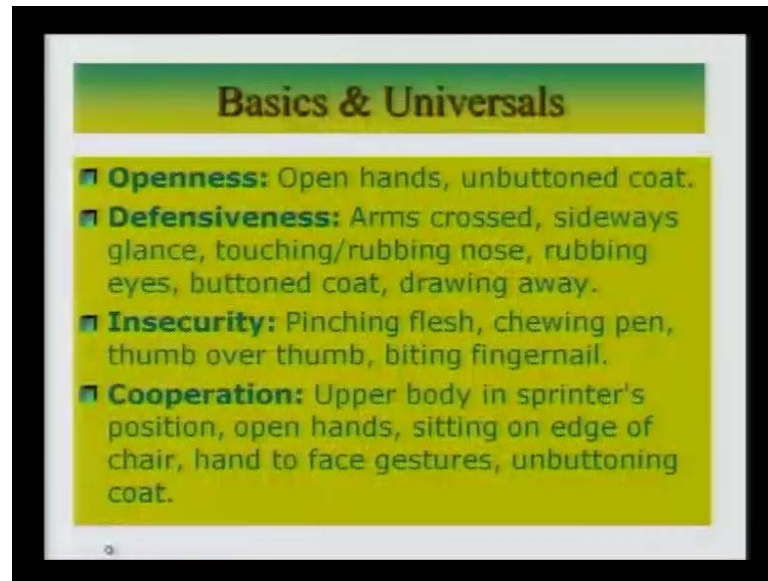


Which means, whether you intend or not, whether it is volunteered or not, what happens, the feet will be pointing in that direction. If you are not interested, the feet generally recedes. They go back, If you are interested partially, again may be one foot may be slightly pointing towards that person's direction. So, the movement, the position of the feet will also indicate whether you are interested in particular person or not. In terms of

attraction, this is again to be seen in combination with feet positioning or feet movement. Generally, it is said that, if men are attracted to someone, they occasionally play with one of their ear lobes. So, just to indicate that they are interested in someone. In case of women, there are different gestures. They say that, they may play with a lock of hair or continually tuck their hair behind their ears or sometimes, even they put their hair on the front instead of putting it on the back. So, this, any frontal display can indicate that the person is attracted. Just like the feet protruding towards the person. Any, even putting the hair on the front can indicate that the person is attracted actually.

Now, look at men, while especially interacting with women, if they dig the wax from their ear or if they indulge nose picking, when the person is communicating or especially it happens to be women and they thoughtlessly do this. This can be again an involuntary action. They doing it without their knowledge, but, it can indicate the filthiness of mind. So, the other women who actually are more perceptive in terms of non-verbal communication will immediately understand that the person is either filthy or sort of perverted. So, one has to be careful especially in a professional situation. Even, let us say if there is some kind of itching or something and even it is really a physical functioning of clearing that itching, either from the ear or the nose, one has to be very careful or it is better one apologises or excuses and goes to the rest room and does it and comes back, instead of doing it in front of a person, particularly if the person happens to be a women. Reason being, it can be grossly misunderstood and misinterpreted. But, if it is involuntary and done unintentionally, it is revealing the subconscious thought of the person. The person can be filthy or pervert.

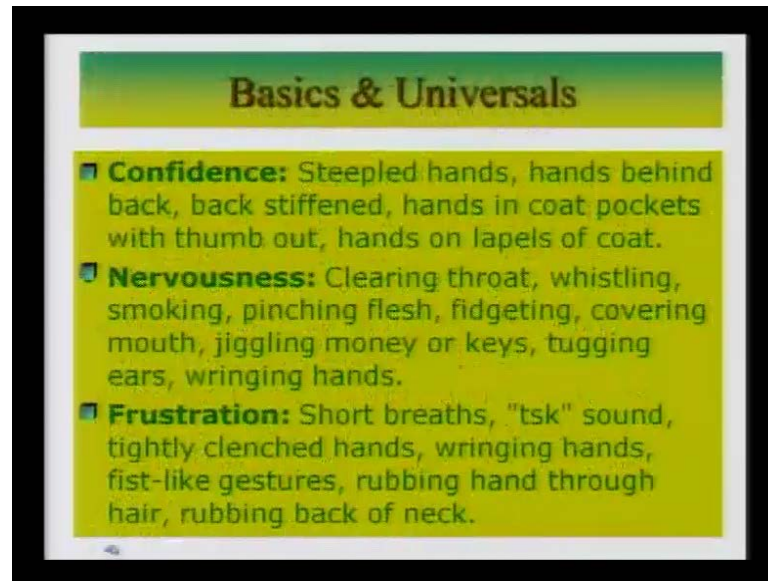
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So, let us go more with this basics and universals, before we actually try to learn how we can apply them and how we can actually study them. More on basics and universals of non-verbal communication. Openness will be indicated by open hands or unbuttoned coat in a western scenario. Defensiveness will be indicated by crossed arms, sideways glance, that is not maintaining direct eye contact, but, looking at the sideways and trying to maintain a glance, touching or rubbing the nose, rubbing eyes, buttoning the coat or buttoned coat, and drawing away, not just getting close. Insecurity is also seen when somebody is trying to pinch the flesh while talking, taking the pen and chewing even while listening or talking, thumb over thumb, biting finger nail in interaction. Cooperation, that somebody is interested in working with somebody else and helping the person to achieve a goal.

Now, this is shown generally in the upper body in sprinter's position, as if the person is about to sprint or run quickly. So, in that position, the person is showing his inclination towards helping somebody. Open hands again is indicating that I am willing to cooperate. Sitting on the edge of chair. Now, apart from cooperation, sitting on the edge of chair, Later, I will also tell you that it also indicates that the person is so much interested.

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You must be observing children, even adults, when they are watching the climax of a very interesting movie, initially when they sit, they were just reclined and sat very cosily and comfortably. Slowly, they come straight, they lean forward and then, they move and then they sit on the edge of the chair. Especially when the movie reaches its climax or the scene is very thrilling. So, they reach that edge. It is indicating interest and it is also indicating that somebody is willing to cooperate very closely and openly with the other person. Hand to face gestures, unbuttoning coat is again showing that I am ready or I am willing to help you. Confidence is indicated by steepled hands, hands behind back, but not clasped. Back stiffened, not slouched, hands in coat pockets, especially with thumb out. If the thumb is inside, it will indicate that the person is again little bit lacking in confidence. Hands on lapels of coat, so coat lapels, if the hands are there, again the person is indicating confidence. Nervousness can be indicated by clearing throat.

Now, right now I am seeing this, but at the same time, let us say after one more lecture, I am going to tell you certain things that you should be cautious about. Now, when I am saying clearing throat here, I am just presuming that the person is nervous and clearing the throat. But, I am just cautioning you at the same time, the person may really have cold. The person may really have a congested throat and the person may clear the throat then and there. Now, this, even if the person is an expert in communication may do that because, he is physically suffering from a problem. But, baring this situation, if a person

keeps clearing throat very often and then drinks water very often before speaking, it is indicating that the person is nervous.

Whistling, especially whistling in the dark is indicating that the person is bit afraid. Sometimes, more afraid of some kind of imagined monsters or creepers in the dark. So, he is whistling to chase away the fear. Smoking, especially uncontrolled smoking behaviour before an interview, before a critical situation is indicating nervousness. Pinching flesh is indicating it and fidgeting and covering mouth, especially when the person is asked to be as straight forward as possible. The person is afraid that the person may blur out something and the person is covering the mouth. Jiggling money or keys from the pocket, making noise, so that is again indicating nervousness. Tugging ears and then, even wringing hands is indicating that the person is nervous. Frustration can be shown by demonstrating certain behaviour like short breaths. Instead of a deep one, short quick breaths and then, making some sound like, “tsk”, I am frustrated. Tightly clenched hands, wringing hands, fist like gestures, rubbing hand through hair, rubbing back of the neck frequently, so these are all some symptoms which are indicating that the person is frustrated.

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NONVERBAL BEHAVIOR	INTERPRETATION
Tilted head	Interest
Stroking chin	Trying to make a decision
Looking down, face turned away	Disbelief
Biting nails	Insecurity, nervousness
Rubbing hands	Anticipation
Pulling or tugging at ear	Indecision

A quick overview. Tilted head, slightly tilted, it is indicating interest. Stroking chin, it is indicating that the person is trying to make a decision. Looking down, face turned away is indicating disbelief. Biting nails is indicating insecurity and nervousness. Rubbing

hands is indicating anticipation. You must of seen again in small children, when you tell them that this week we will go to picnic to this beach or to this water fall, immediately the kids will say, “Oh, I am ready.” You know that rubbing hands indicating that I am excited and I am ready. I am anticipating something good to happen. Anticipation is indicated by rubbing hands.

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NONVERBAL BEHAVIOR	INTERPRETATION
Hand to cheek	Evaluation, thinking
Touching, slightly rubbing nose	Rejection, doubt, lying
Rubbing the eye	Doubt, disbelief
Hands clasped behind back	Anger, frustration, apprehension
Locked ankles	Apprehension
Inspecting fingernails or looking at a watch	Boredom, Vanity
Head resting in hand, eyes downcast	Boredom

Pulling or tugging at ear can indicate indecision. Pulling or sometimes tugging at ear can indicate that the person is not able to arrive at some kind of conclusion. The person is not able to make a decision. Hand to cheek could mean evaluation or thinking. Touching and slightly rubbing nose can indicate rejection, doubt or even lying. Rubbing the eye can indicate doubt or disbelief. Hands clasped behind back, on the back side, if the hands are clasped on the back side, it can indicate anger, frustration or apprehension. Locked ankles, apprehension. Inspecting finger nails or looking at a watch, so especially while talking to somebody, suddenly the person is inspecting the finger nails or looking at the watch frequently.

Now, this can indicate the person is bored or getting restless. But, it can also indicate vanity, pride, false pride, ego or you are wasting my time. So, condescendingly looking at the watch or looking at the finger nail and thinking that this is much more important than what you are talking. Head resting in hand or eyes downcast will again clearly indicate boredom. If the walk is brisk and erect, it indicates confidence. On the opposite,

if the walk is slow and slouched, shoulders drooped down, it indicates lack of confidence or even frustration.

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NONVERBAL BEHAVIOR	INTERPRETATION
Brisk, erect walk	Confidence
Standing with hands on hips	Readiness, aggression
Sitting with legs crossed, foot kicking slightly	Boredom
Sitting, legs apart	Open, relaxed
Arms crossed on chest	Defensiveness
Walking with hands in pockets, shoulders hunched	Dejection

Standing with hands on hips, so hands on hips, it can indicate readiness. But, depending on the intention or mood of the person, it can also indicate aggression. So, that the person is aggressive. Sitting with legs crossed, foot kicking slightly can indicate boredom. That is why one has to control the foot movement. If it is kicking slightly, when the person is bored, it is indicating that also. One has to be careful. Sitting with legs apart is open or relaxed. Remember, if it is crossed, it is indicating the person is closed and not that relaxed also. One should be away or hide something. Arms crossed on chest, defensiveness. Walking with hands in pockets, especially completely inside the pockets and shoulders hunched, so it can indicate dejection. That the person is feeling quite rejected.

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NONVERBAL BEHAVIOR	INTERPRETATION
Sitting with hands clasped behind head, legs crossed	Confidence, superiority
Open palm	Sincerity, openness, innocence
Pinching bridge of nose, eyes closed	Negative evaluation
Tapping or drumming fingers	Impatience
Steepling fingers	Authoritative
Patting/fondling/rubbing hair	Lack of self-confidence; insecurity

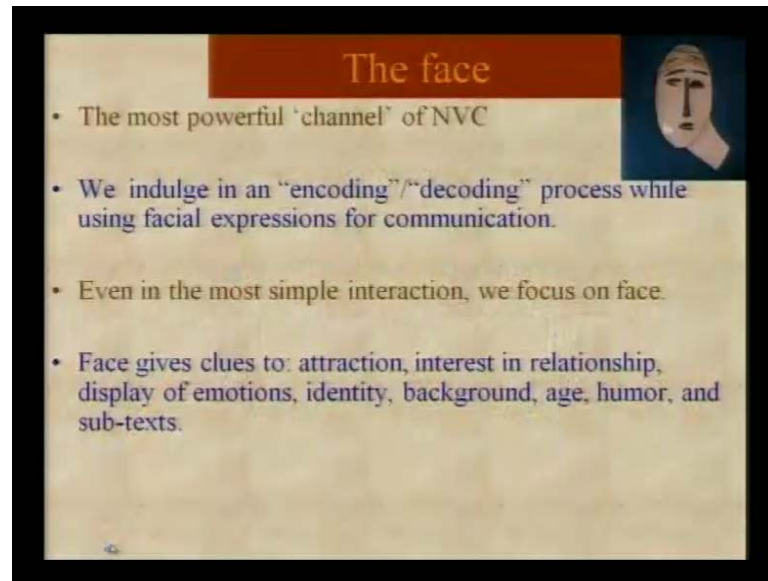
At the same time, if the person is sitting with hands clasped behind head, legs crossed, so this can indicate confidence or superiority. Open palm, sincerity, openness or innocence. Pinching bridge of nose or eyes closed can indicate negative evaluation, especially somebody has submitted something to the boss and the boss is pinching the nose and with the eyes closed, it can indicate that the boss is evaluating it in a negative manner. He is not giving a positive consideration towards it. Tapping or drumming fingers, using the fingers, if somebody is tapping or drumming, so it is indicating impatience, that the person is getting restless. Steepling fingers, authority. Patting, fondling or rubbing hair, lack of self-confidence or insecurity.

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Now, just let us make a pause and look at some universals. Now, these are pictures which are available on the internet about certain things, which are in French culture and it says that, this one French lady indicating that, if you want to indicate that someone is crazy, so one, you tap your index finger on your forehead. So, you just tap it and indicate that the person is crazy. Now, you will also understand, although it is shown that it is in French culture, you also find that this is something normal in most of the other cultures, even in Indian culture. So, when you do this, you indicate that is something is wrong with the brain, something is wrong with this person, he is crazy or he is a nut. Now, look at the other gesture. Pointing your finger at your forehead and turn it like a screwdriver. So, if you use it and turn it like a screwdriver, you also indicate literally that the nut is gone loose. He is loose or gone crazy. Now, this is again a universal kind of gesture. This is again apart from culture. This also commonly felt in other cultures.

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The slide is titled "The face" in a red box at the top. To the right of the title is a small, stylized image of a human face. Below the title, there is a list of four bullet points:

- The most powerful 'channel' of NVC
- We indulge in an "encoding"/"decoding" process while using facial expressions for communication.
- Even in the most simple interaction, we focus on face.
- Face gives clues to: attraction, interest in relationship, display of emotions, identity, background, age, humor, and sub-texts.

Now, coming to the face, so much so about general body language, use of gestures to indicate certain things and let us look at the face. As I told you before, face is the most powerful channel of non-verbal communication. Why face is the most powerful one? Because, even if you miss sometimes at the movement of the feet, looking at legs, or looking at the position of the body, you always note the face. Then also, face has eyes. So, you understand so much by eye contact. You understand so much by the open eyes and narrowed eyes. You also have nose and you see what the hand does to the nose. You also have ears and what the hand does to the ears can indicate something negative also. You also see the mouth and how smile is coming and how the tone is coming out and what way certain things are being expressed. You all observe all these things.

So, what we actually do when we use face for communication? We actually indulge in a kind of encoding decoding process. What we do is, we encode some of our thoughts, feelings on certain facial expressions and we generate those expressions and communicate those thoughts. I am happy, I smile. I am annoyed, I am angry, I frown and so on. Now, we also decode. When we are encoding and sending it, simultaneously we are also decoding the expressions of the other person and also we are trying to decode the innermost thoughts of the other person and we are simultaneously involved in the encoding decoding process using face particularly. So, that is why looking at the face itself, we modify our own action. Even in the most simple interaction, what we do is, we focus on face. We look at the person's face, decide and determine the next course of

action. If the person is showing boredom, we realize that either we should change our communication strategy or we should stop the communication act itself.

So, face gives clues to what kind of innermost feelings. For instance, attraction; whether somebody is attracted to somebody else or whether the person looks at face of the other person so frequently. The eyes are fixed and the eyes are wide open. The person is not able to control looking at the other person. So, attraction, the face is just inclined towards the other person. Interest in relationship. It also indicates whether the person is interested in communicating or talking to somebody or not interested. When the person is interested, what happens is, the face is cheerful, the eyes are wide open and the eye contact and the face to face interaction is maintained. When the person is showing disinterest, the person will not show the face directly. The person will move away or maintain a side glance and will not maintain direct glance.

So, interest and disinterest and then, display of emotions. I am going to talk about some universal emotions. But, let us look at some of the emotions, like I am happy, I am unhappy, I am irritated, I am annoyed, I am getting angry, I am warning you or I am afraid. Now, we express all these things through the face. Identity, I am a professor, I am a doctor, I am sophisticated, I am not cultured, I am a freak, I am a saint and so on and at the same time, not just identity, the background. I am from this region or I am from this country.

Looking at one's hair, looking at one's hairstyle or looking at the way a person is speaking, you are able to identify the region the moment the person uses some facial expression and adds a verbal component to it, you get everything about the person, identity, background etcetera. Age of the person, even if the person is talking on phone, sometimes you can assess the age and face, just by even without listening to the verbal thing, looking at the wrinkles, so you are able to measure the age of the person. Then, humour, whether the person is cheerful or distressed, you are able to understand that. What kind of constitution the person has got in his mind. Some of the sub-texts, the person say something verbally, but it means something else. The person says that he might be interested in this, but the eyes are narrow down.

So, you understand that the person is not that much interested or bit suspicious. So, the subtexts that actually determines the meaning of what is being communicated, so that is

also expressed through face. So, watching face could be a pass time, could be a professionally challenging task in which we encode our own expressions or feelings embedded in it and we also decode what the other person is telling.

I will conclude this part of the lecture with this note on facial expressions. We will continue more with space, territory, touch and all that in the coming lecture. So, till then just revise whatever I have told in the previous lecture and then continue with this one. In this one, particularly we have focus more on body language and I would suggest that now you start looking at the whole environment or looking at the people around in terms of non-verbal behaviour. Sometimes, just switch off or put your TV on mute and just look at the behaviour and see whether you are able to get the story looking at the behaviour. This is an interesting task and till we go to the next lecture, you can just do something and benefit on your own from this. Till we meet in the next one, I say thank you and bye.

Thank you so much.