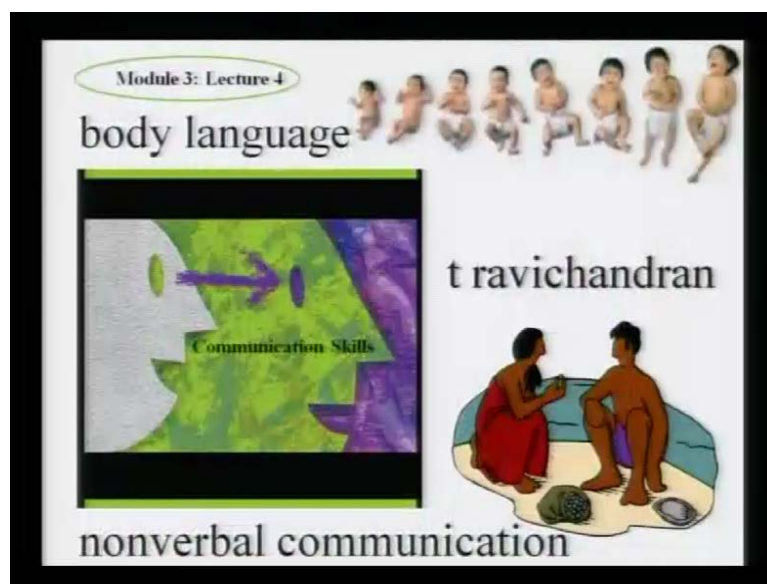


**Communication Skills**  
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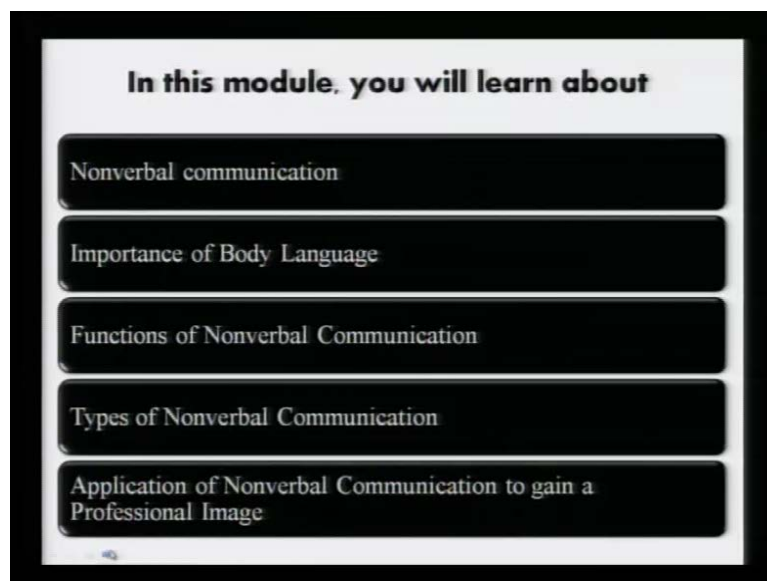
**Lecture - 8**

Hello and welcome to NPTEL's course on communication skills. We are now on the most interesting module of communication skills, that is nonverbal communication.

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This is module number 3 lecture number 4 nonverbal communication. Now, in the past three lectures I have been trying to introduce to you about nonverbal communication its significance particularly the importance of body language, and then I also talked about functions of nonverbal communication, types of nonverbal communication. Now, in this concluding part of this module, this final lecture, what I am going to do is to tell more about nonverbal communication, particularly the aspects that we have not covered so far such as face, proxemics, chronemics, and after I finish it then I will try to give some tips about how you can use this aspect of nonverbal communication to enhance your professional image, and at the end of it how you can become an expert nonverbal communication analyst.

Now, to continue with what I left in the previous one I just talked about face being a very powerful nonverbal medium of communication channel of communication.

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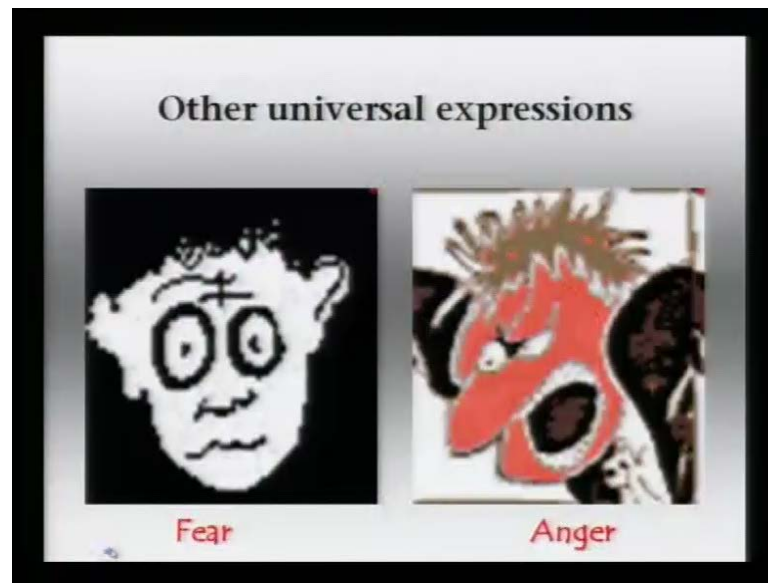
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Now universally there are six basic facial expressions that have been accepted everywhere; now let us look at those expressions very quickly and this was in fact characterized by Paul Ekman in *Emotions Revealed*. So, he talks about the language of facial expression, and he says that there are six basic facial expressions. The first two universal facial expressions are joy and sorrow. So, throughout the world the face will clearly reflect when it is happy, when it is joyful. So, when there is absence of sorrow again the face you find that it is quite cheerful, and the opposite emotion that is sorrow, sadness; somebody is in a tragic situation somebody, is undergoing a traumatic experience, so you find sorrow on the face of the individual.

So, joy and sorrow first two universal facial expressions followed by fear; it is very difficult to control your face when you are afraid of something, even when we are intimidated by somebody's presence. Then also the fear is reflected on our face. So, fear is the next universal facial expression followed by anger.

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How many people who lose their defense when they suddenly get angry and immediately the kind of polished sophisticated personality that they were projecting suddenly disappears when they are angry, and anger reflected on their face, face becoming red; it is very difficult to control and this is another universal emotion that is expressed by face.

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And the next two are surprise. So, this is again something that we cannot control and we express universally followed by disgust. So, you can say utter loathsomeness you feel for

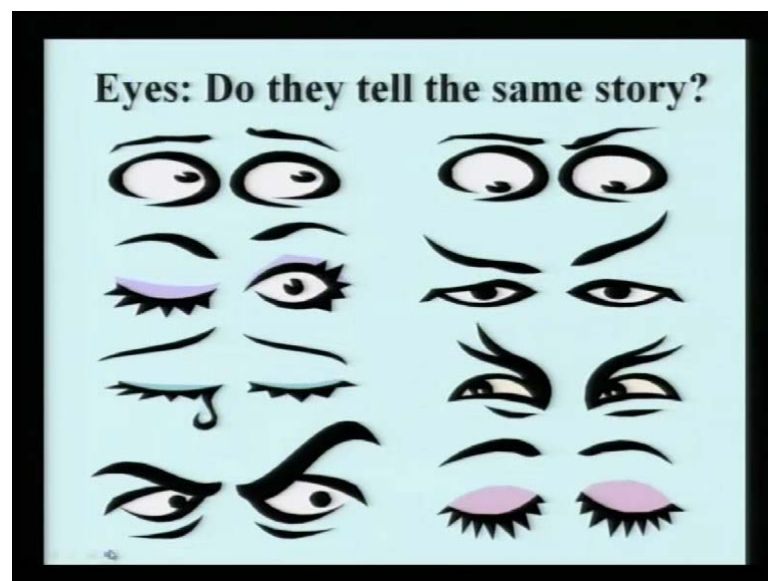
something or some situation, dislike, hatred, repulsiveness, all combined you express your disgust.

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Now if you look at the six facial expressions, this is one picture available on the internet, which shows anger, fear, disgust, happy, sad, and surprise at the same time, and this is supposed to be universal.

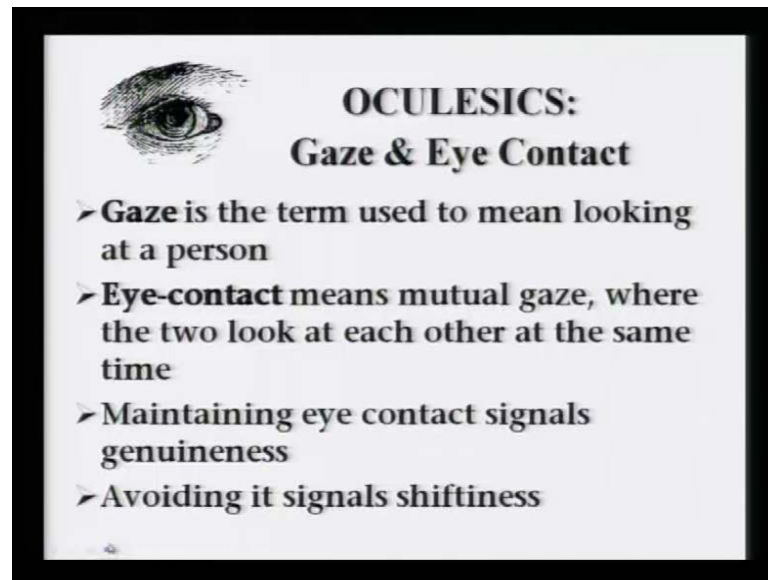
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And when we come to eyes are there some universal things, are they telling the same story? Now if you even look at some of the icons, pictures, images that I have gathered

from the net you will find that each eye is expressing something differently. When the eyes are closed for instance like this you can understand the person may be quite bored. When the eyes are quite open but the eyebrows are bit closer. You can understand that may be the person is angry; the person is frowning and so on.

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Now let us look at how oculesics that is related to gaze and eye contact play a very crucial role in nonverbal communication. Oculesics is the science of actually studying eye-contact, gaze, use of eyes particularly in nonverbal communication. Now gaze is a term used to mean looking at a person, okay; just when you look and place the look for some time you are actually gazing at the person. Eye contact means mutual gaze. Usually unlike a casual look this gaze happens especially in a professional situation where you look at the person and deliver your communication message as in a presentation situation where you are presenting a proposal to your client and so on.

So, eye contact means here mutual gaze; you look at the person and the other person also looks at you where they two look at each other at the same time. Now maintaining eye contact signals genuineness; this I said at the beginning also if a person is avoiding eye contact rather it is thought to be somewhat deceptive, dishonest, and the person is trying to escape addressing some issues directly, and avoiding it actually signals shiftiness. Now in the following lecture in the next module I am going to talk about intercultural

communication, but it is interesting here to hint at some of the intercultural variations here itself in terms of oculesics.

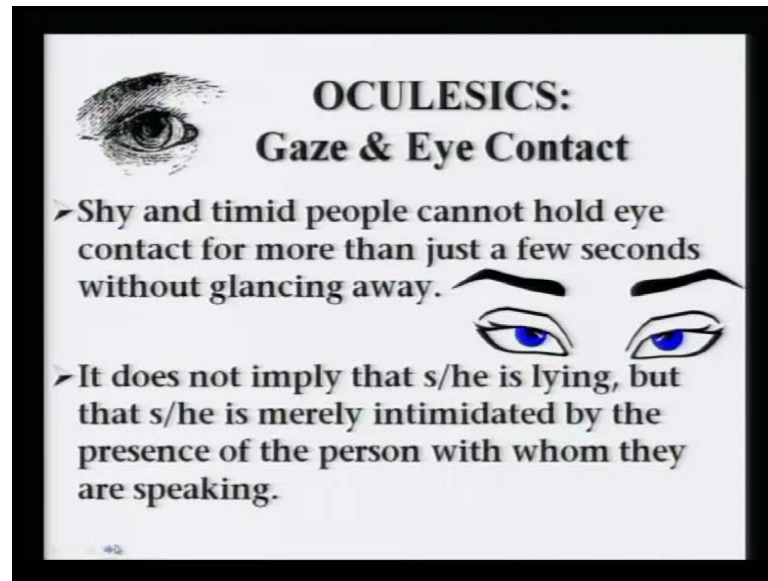
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Look at the cultural variation. Americans for instance are made to look directly or taught to look directly and from a childhood stage itself the Americans imbibe this in their behavior, whereas, if you look at Japanese, Koreans and the most part of south Asians including even Indians they are not taught to look at directly someone; it is not there in the culture and then even where Americans would consider looking directly as a sign of openness, honesty. Here in case of Japanese and Koreans they are not taught to look at directly, and rather they are being controlled in terms of their behavior to avoid direct eye-contact.

Now for them it is considered a weakness if you give that, and it may indicate in most of the context sexual overtones if a person is trying to gaze at the other person directly. Now in India for instance direct eye contact could be avoided in a situation where the person wants to show respect, and the person feels that it is rather rude to look at the elder person directly into the eyes and gently avoids that direct eye contact. So, this difference apart you can understand that in a professional context generally trying to maintain direct eye contact always means genuineness and trying to avoid could mean that you are trying to not give away something or trying to avoid something, so be careful about this.

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Now when we talk about cultural difference we should also understand that shy and timid people most of the times cannot hold eye contact for more than just a few seconds without glancing away. Now apart from the cultural difference we should also look at the personality. There are people who are strong and then who are extroverts and who can look directly into the eyes of others; there are people who are introverts or there are by profession people who are quite shy and bit isolated, and these people cannot hold eye contact without shifting their glance.


Now this does not mean imply that that particular person is lying, but it may be that the person is actually intimidated by the presence of the other person with whom this one is communicating. So, sometimes when they are confronting with a person who is rather powerful in status or even it may be just a stranger and for the first time this person happens to meet that stranger, shy people, timid people avoid this, or at least they try to shift occasionally. Now this does not mean they are deceptive, but it is in their personality trait that whenever they get intimidated they avoid it.



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**EYE CONTACT: Voluntary Dimensions**

- ***Voluntary Dimension:***  
**Friendliness, respect, interest, comfort, even domination**
- **Duration/frequency/not meeting—**  
***means something***



Another interesting aspect about eye contact is the voluntary and involuntary dimension of eye contact. Overall if you remember I said that nonverbal communication itself is most interesting for us because of this voluntarily and involuntary dimension, and in case of eye contact let us look at what do we mean by voluntary and involuntary dimensions. In voluntary dimension when you intend that you should maintain eye contact with somebody, when you actually look at the other person with some intend, with some meaning, with some communicative purpose, with some communicative function, it can indicate friendliness, it can indicate respect, it can indicate interest, it can also show comfort when you just open your eyes and look at the other person, and in a situation where you are the boss and the other one is subordinate, or you are in a very dominating position in a relationship it can indicate domination. Now this is voluntary dimension.

Now even in voluntary dimension the duration, that is how much time a person takes to maintain this eye contact, this gaze; the frequency apart from the time, let us say two minutes, five minutes, and frequency within two minutes how many times, only once, twice; in ten minutes twenty times, okay, the duration, frequency and not meeting or meeting, it means something. So, you can see how sometimes relationship develops just by eye contact. So, we see so many movies particularly the romantic ones; mostly the hero and the heroine happen to meet on bus stop. So, the hero or the heroine maintains eye contact, and the duration becomes longer.


Initially it is a very passing glance, and then the duration becomes longer, and then the frequency also increases. They keep looking at each other; they keep continuously looking at each other. They avoid it occasionally for certain social expected behavior but then again they continue the frequency increases, and then suppose they develop their relationship and then let us say there is some misunderstanding and one person is angry with the other, the other person will not meet the eye of the person. So, you can understand that eye contact can develop a relationship, nurture a relationship, but it can also indicate when there is miscommunication when the person does not want to meet the other person's eye, always it implies that there is a gap; there is an intention involved, but all these are coming under voluntary dimensions.

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**EYE CONTACT: Voluntary Dimensions**

*We avoid eye contact with strangers—*

- **Even in physically close situations (as in a lift)**
- **With known; it implies lack of interest**
- **Children are sensitive towards eye contact**
- **It is uninteresting to listen without eyes meeting— News Readers**
- **Good Speakers—manage to give the feel of looking at all of the audience.**



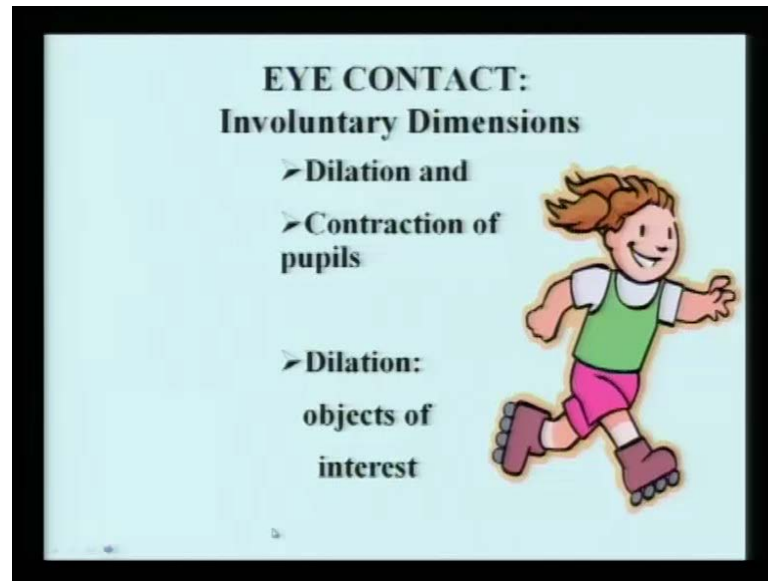
Now let us look at some more about voluntary dimensions before we go to the involuntary one. Generally even in voluntary dimensions apart from maintaining eye contact, we avoid eye contact with strangers normally; it is our nature to avoid eye contact with strangers unless and until we are introduced, or unless we feel that we are familiar with those strangers. Then in physically close situations as in lift even when we are just closed together then also what we do is we just tend to avoid looking at the person even if the person is just standing; for instance another closed situation is electric train, buses, where we are traveling with others together, and the other person is just looking at us in front of us.

Now even then we tend to avoid that eye contact, because the other person is a stranger. With known person if we avoid this eye contact it implies lack of interest; somebody whom we like so much, but suddenly we stop maintaining eye contact, it means that we do not like something that the other person did or we are losing interest in other person. Now look at children; children are very sensitive towards eye contact. For instance if the mother has kept the baby on her lap and then let us say she is watching television, or she is talking to somebody; you will find that the baby, once the baby realizes that the mother is changing the eye contact to the TV or to a stranger, the baby will even go to the extent of even pulling the chin of the mother and making the mother face the baby; it will try to change the eye contact of the mother.

So, children are very sensitive especially when they feel that they are missing the eye contact of their beloved mother, father, brother, sister or any other kid, they would try to restore it by doing something nonverbally. It is also interesting to note how this newspaper, newsreaders are reading it on TV. How many times you have observed that although they are reading something that is scrolled behind them they try to create the deceptive impression that they are actually looking into your eyes and they are maintaining eye contact. It would be rather very uninteresting to listen without eyes meeting in case of newsreaders, and there are many people who get a feeling elated feeling that, oh, that my favorite newsreader she is looking at me. So, that is the kind of impression that is generated because of this. So, there is a kind of involvement although news reading is a kind of objective, highly professional kind of environment.

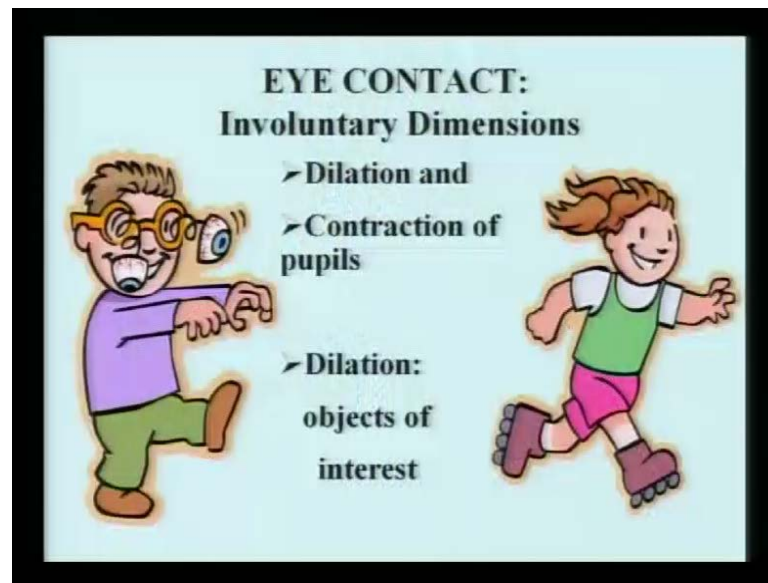
Good speakers, if you look at good speakers what they do is they manage to give the feel of looking at all the audience; they may actually look at somebody in the front, somebody at the back, and somebody on the left right corner, they may follow a rectangle kind of pattern, they may follow a triangle kind of pattern looking at two this side, one there, and one in the middle, or they may even follow a circular kind of pattern eye movement. Whatever they do they create the impression that everybody among the audience is being individually looked at; that is the mark of a good speaker good communicator also. So, keep that in mind whenever you are going to give a talk voluntarily you should maintain eye contact and create the feeling that the audience should get a feeling that you are with them as far as maintaining eye contact.

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Now coming to the risky part of eye contact that is the involuntary dimensions, now why I say that it is risky; it is risky because in case of involuntary dimensions the eye has two aspects, one is dilation and the other one is contraction especially with regard to pupils. Now dilation is you can say the bulging of the eyeballs in a literal sense where there is a feeling that the eyes are becoming larger in size and protruding, and contraction of pupils the eyes reduces in size, and even sometimes the eyelids try to cover it. Now when does the pupil dilates when we look at objects of interest; it can be anything, it can be a simple object that is desirable, it can be a food item, it can be an object that we want to purchase or for a man it can be a very attractive girl. When the person looks at the other one immediately there is dilation.

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Now as I said in the involuntary dimension on the one hand there is dilation and the other hand there is contraction. Now when there is contraction it indicates boredom. When it is dilation it is indicating interest. Now smart people, very good sellers or rather manipulative sellers who have actually understood the psychology of their customers and mostly by measuring their choice, their likeness and disinterest, just by looking at the dilation and contraction of the pupils that is just by looking at their eyes.

Now what do they do? They will use it to attract and retain the clients, they may also use it to sell something at a very high price or push something which the other person is showing lot of interest in buying. For instance let us say a lady went for buying some sarees. So, while displaying the sarees itself if assuming that this seller is quite manipulative and quite good in nonverbal behavior especially noting this eye dilation. So, he will be looking for the eye dilation, and when he sees that when he is displaying a saree, he sees that now the eye is dilating more he understand that the lady is interested in this.

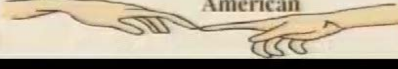
Now what will he do? He will say that this is one of a kind and he cannot reduce price for this; this is 3000, it is a fixed one. Now another saree equally good one he sees the eye movement and he understands that there is no dilation, there is contraction. He understands that this lady is not interested in buying this, so what does he do? He says that, no, this is 3000, no discount. Now this is also 3000, but if you want I can give you 30 percent discount, because in this there are so many patterns and so many things are easily available but this is one of its kind.

Now he knows and then he understand that the person will buy this at any cost, because the person is most interested on this kind of design and this saree. Now this is how they use it, but in a professional context you can use this to measure the likes and dislikes of your clients. In an interview situation you can also assess the panels interest in your ideas, sometimes even by looking at the eyes you measure, you gaze, that they are not interested in what you are talking about, modify, change if required about what you are presenting. Now once you have talked about oculesics let us know something more about another important aspect of nonverbal communication that is haptics.

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**HAPTICS: Touch**  
Use of physical contact when communicating

- ✓ One of the very first non-verbal symbols a new-born baby is lovingly exposed to— continues as major means
  - *In India:* men walking hand in hand shows friendship
  - Europe:* homo-sexuals
- ✓ Meanings are imposed by culture
  - e.g., A Male Guest visiting the lady of the house—
    - *In India:* Touching the feet of elders—normal to show respect
    - America:* appears to be slavish & embarrasses an American
  - *Latin American:* hugs
  - *European:* Shakes/kisses her hand
  - *Indian:* Namaste
  - *Arab:* Not even sees her



Haptics is related to touch. Now simply speaking it is use of physical contact when communicating, or once we go to space proxemics this is also referred towards zero proxemics that is lack of space in communication, it is just touch the contact point. Now if you look at touch you will understand that it is one of the earliest means of nonverbal communication. It is one of the very first nonverbal symbols a new born baby is lovingly exposed to, and it continues as a major means of communication.

Now another interesting thing which we will slowly learn in the following module is that meanings about touch are imposed by culture. So, although there could be some universals there are many variations. Certain thing that is imposed in a culture as a good one is not the same one in some other culture, okay. Let us look at how it differs, for example, let us look at a male guest visiting the lady of the house in Latin American culture the touch could be quite proximate, intimate and a hug is allowed, the person can hug.

Now in European culture normally it is shaking the hand or at least gently kissing the hand of the other person especially if it is a woman. Now in case of Indian culture it amounts to saying actually Namaste, so when you say Namaste actually you are maintaining a distance; there is actually no contact point especially in case of receiving the male guest by a female. Now in case of Arab, the Arab not even sees the female hosts, so that kind of distance is maintained, eye contact is avoided, touch is avoided.

Now look at the scenario in another manner in India for instance, men walking hand in hand, even putting hand on the shoulder of the other person, holding the hand of the other person especially if the other person is a very close friend; so people understand that these two boys are good friends, and they are very good indeed. Now in Europe this could be misunderstood as a kind of homosexual gesture, okay. So, see the cultural meaning that is imposed to the same gesture in terms of touch. So, one has to be careful like if you are moving from India to Europe and if you think that somebody is getting close to you and you put your hand and especially in a social place. So, you have to be just concerned about what the other person will think about it, what the society will think about it, and you have to modify your behavior accordingly.

Now again look at another situation in India for instance, touching the feet of elders when the elder comes people just touch the feet and then sort of take their blessings. Now touching the feet is just normal in India especially to show respect. Now in America in the US if somebody goes and touches the feet rather they consider that to be a very slavish kind of mentality, and it would embarrass an American. So, understand a situation where you are the subordinate, you have joined for a new job, and the boss happens to be an American and a very elderly person you may have lot of respect for this person. So, you think that going and touching the feet of this American you are expressing your respect for the person and then you go and touch it, but rather the American would actually withdraw and actually would feel embarrassed, some may even rudely respond to you back by thinking that why are you so slavishly trying to please this person.

So, understand how nonverbal can cause miscommunication at the beginning itself, avoid it once you are aware of this. So, that is the purpose of this whole module teaching you how to avoid certain unpleasant nonverbal aspect of communication, now more about haptics and especially when you come to human touch.



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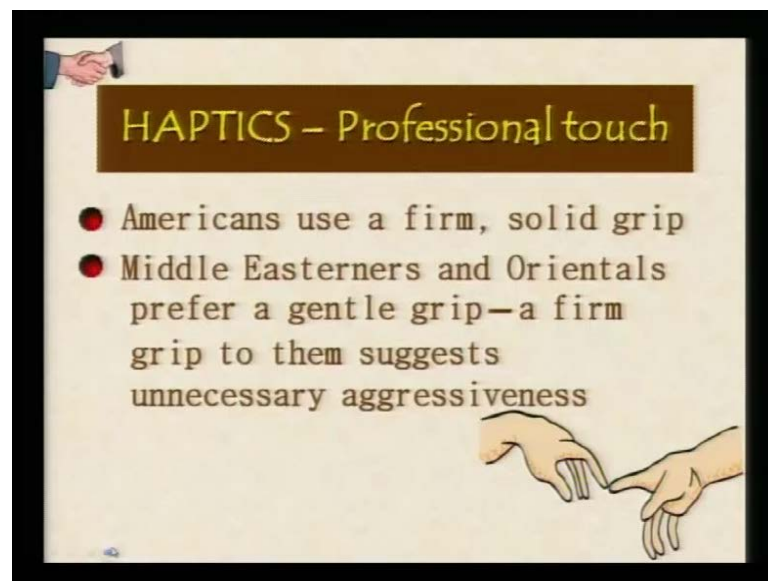


As I said before touching is the first form of communication even by infants. In fact they even before making sound, making meaningful noise, they learn everything just by touch. Now researchers say the development as a healthy adult depends on the amount of touch received as an infant which means if an infant received more touch from the mother, from the father, brother, sister, grandparents, neighborhood, everywhere, so more people give coziness the child when it develops as an adult is supposed to develop as a very healthy individual. It is the child that was abandoned or that was not cared enough or that was not given enough touch when it was growing up is the one that develops some kind of psychological repressions, and they say normally they do not develop as healthy as the other children.

Touch is also used to comfort a crying baby; you know that when the child is crying and the mother goes and takes the child or just gently pats the cry subsides almost quickly. Now you also understand that touch is also used to comfort an adult; even when an adult is crying so immediately somebody touches, pats, gives a hug, gives literally a shoulder for the other person to cry. Now touch is so powerful, but it can also be intimidating when you touch somebody without letting the relationship develop that level of maturity, because there is something called territory which we are going to discuss very soon in terms of proxemics, and when you touch you are also violating their private space, and if you are not allowed in that space then again it can be dangerous and lead to further miscommunication.

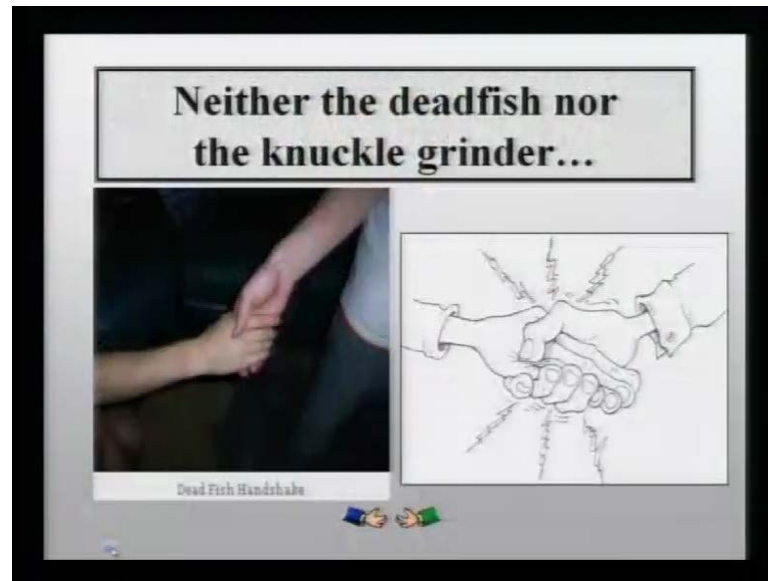
But on the other hand if you can use touch in relationships which have already developed just like if you are the manager patting one of your subordinates with whom you are quite friendly especially as a token of appreciation, the other person will feel very elated and happy, so that pat, that gentle pat. Congratulations, shaking hands, so that again giving the touch, the warmth, so that can also make the other person feel good, comforted. So, touch uses it effectively; in terms of professional touch let us focus on a minute about using handshake.

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Americans use a very firm, solid grip where as middle Easterners and Orientals they would prefer a gentle grip. It would be a firm grip, if they experience a firm grip for them it would rather suggest aggressiveness or they may think that it is unnecessary to be so firm. So, they prefer a gentle one.

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What about the professional environment whether you are from America or from Middle East what kind of touch you will use in hand shake? It should be neither dead fish nor the knuckle grinder. The dead fish is a kind where it is like one person is giving the hand but then your hand if you are giving the dead fish you are just trying to slip out as if the other person gets a feeling that it is a cold dead fish that he is touching, and it is slipping from his hand.

The other extreme is the knuckle grinder you hold it, but it is as if you are holding so firm that you are grinding the knuckles of the other person and making the other person feel so uncomfortable. Both should be avoided in a professional environment, and it should be very firm handshake neither the dead fish nor the knuckle grinder.

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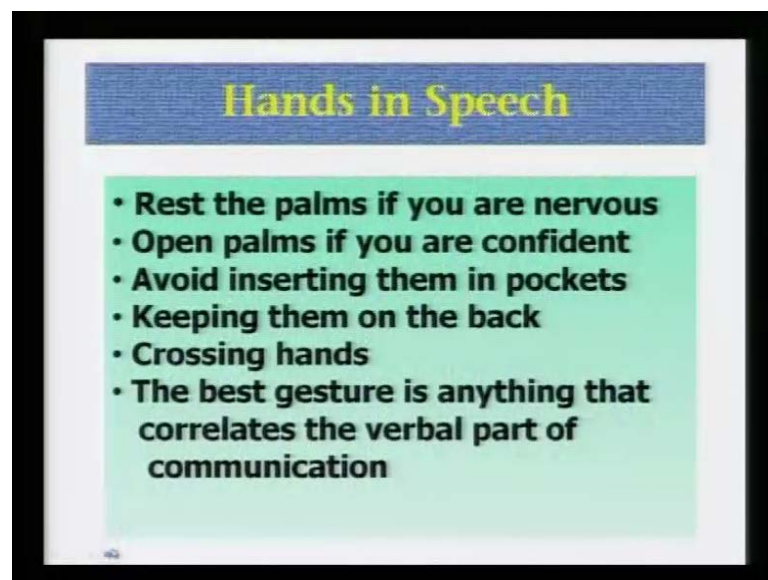
But a firm handshake as far as touch is concerned in a professional situation with regard to hand shake. Let us look at use of hand as part of touch in speech.

Now look at this funny cartoon 'Hagar the Horrible.' Now this cartoon is quite interesting because it is just telling how even a human being will behave in a quite exaggerated manner. Look at what the person's hand does? He is actually giving a speech; he says I am happy you all could come here today. The hand is giving a punch paw; first I would like to discuss the plans for our annual family picnic. Now it is a

severe one which it will be held two weeks from today in the Svenson's meadow again another slap. There will be games and dancing followed by a cookout another punch hold it.

Now from the audience he is being asked why are you doing this. Now the person says, sorry I never know what to do with my hands while I am making a speech. I said much about this while talking about presentation skills, but let us give a quick thought what should you do with your hands when you are delivering a speech, because this is a major thing. Now if you do not know what you should do, what you will do is indulging in all kinds of negative behavior such as even gathering enmity with the audience by doing all sorts of things which are expressed in this cartoon.

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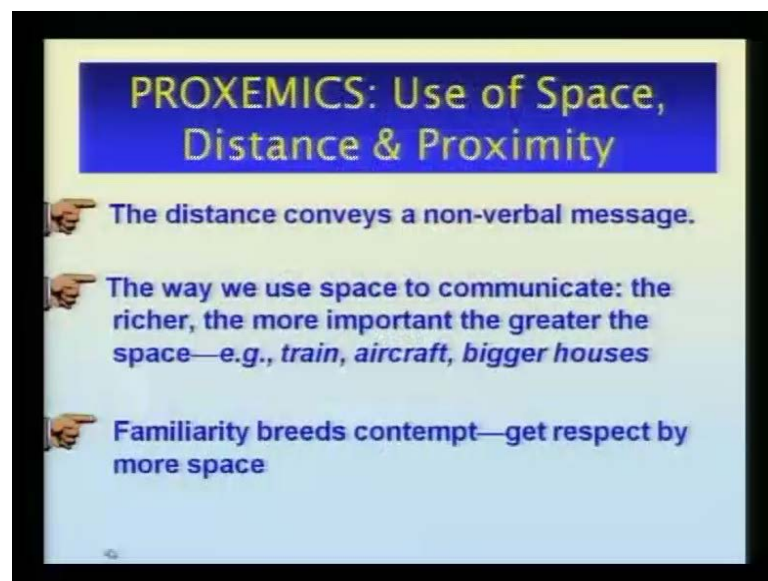


Now the best thing that you should do is rest the palms if you are nervous; that means do not do anything with the palms, whether it is on the table, whether it is on the desk or on the podium, wherever you can put it; even sometimes a chair may be there, just rest, rest it, do not do anything. Now if you are very confident open the palms and move it whatever you want to do if you are confident, but avoid inserting them inside the pockets or keeping them on the back or while talking just crossing the hands or doing something like clasping or using the hands to play with the pen or the chalk piece, play with your watch, fondle your hair, play with the pen in the pocket, unbutton, rebutton your coat or shirt and so on.

Now the best thing is if you develop confidence and if you can actually correlate the verbal part of communication that is whatever you are saying verbally if you are able to correlate your hand gestures with that, that goes very well in terms of effective communication, because people listen what you say verbally but get the message nonverbally. So, your gesture will help them to get it much more effectively than the verbal part.

So, once you become a confident communicator try to use the hands freely; do not freeze them, release them, but at the same time let the hands do not run right and then do whatever the hands would like to do; no, but they are controlled, and they are correlating your verbal thoughts. So, if you can do that again you are creating a very effective professional image in terms of communication.

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Coming to the next important aspect of nonverbal communication that is proxemics; this amounts to use of space, distance and proximity. Now the distance or reducing the distance also would convey a very powerful nonverbal message. Look at examples; look at the way we use a space to communicate. The richer a person, the more important, the greater the space that the person occupies; example, in train, in aircraft, you will find that the space is given to the people who can afford to give more pay more. So, the first class ticket gives more space more leg space and then the second class, third class in train, you

come to the unreserved, and you see the cramped kind of situation in unreserved and then the space that is given in first ac. So, the difference is in terms of space.

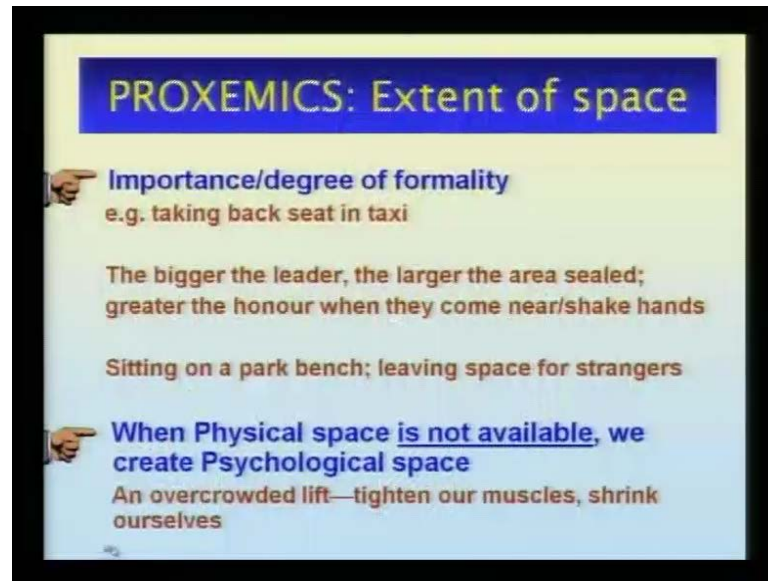
Same thing in bigger houses, houses which are near beaches, houses which are just on a single island owned by a billionaire, you go there either by a ship or by a helicopter. Now such houses and houses in slum area where it is cramped and houses where there are spaces for everything, there is living room, bed room, so many bed room, study room, etcetera, and then there is a house where there is a single room and kitchen, bathroom, bedroom, everything, study room, living room is in the same one different corners are allocated for different things.

Now space, the way you use space actually indicates the kind of personality that you have, the kind of accessibility you have in terms of your richness, in terms of your power. Now in terms of developing relationship we also understand that familiarity would breed contempt, what does it mean? Now suppose you try to show a kind of familiarity in terms of contacting somebody, meet somebody very often and then meet frequently; initially the person must have longed for your meeting, longed for looking at you, but in due course of time what happens? That familiarity can develop as a kind of contempt, how often I am seeing this person, how often this person is occupying my space. So, that can lead that contempt

So professionals, successful politicians, what they would do is they would get respect by creating more space. So, you will find again if it is the prime minister or the chief minister you will find the kind of space that is maintained when they are delivering a speech, so much space is created before the audience and the actual person, but if it is just a normal leader, a local teacher, you will find the less space that is created. So, the more space somebody is trying to create the more respect the person is trying to wheel over others.

Now the importance of space can also be seen in its degree of formality. Look at the situation if it is a husband and wife generally it is expected that if the husband is driving the car the wife sits next to him on the front seat. Now this also shows the degree of familiarity, the intimacy. Now if in a situation the wife who always sits there in the front happens to sit on the back on that particular day it can indicate that may be there is a kind of miscommunication between these two, okay.

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Then as I said before the bigger the leader the larger the area sealed. The greater the leader he or she gains more space, and the greater the honor when the person goes and then offers hand and shakes with the other person, the one among the audience, when this leader goes and shakes feels elated, because the person is maintaining touch by reducing the sealed space. Sitting on a park bench, look at this situation. Now generally when we sit on a park bench or on a railway station platform when we are sitting if the seats are free we leave so much space for strangers, but at the same time if it is a friend what we do is we reduce the space, and then means physical space is not available. What we do is we try to create psychological space such as in overcrowded lift what we do is we try to tighten our muscles and shrink ourselves that is what we do. So, we will talk more about this very soon.

When I talk to you about the extent of space that we use, I should also throw a bit of caution here and there. Now when I tell you for instance the degree of formality or informality is shown by the increasing or reducing of space between us or among a group of people and when I was giving you the example that in case of a husband wife situation when the husband is driving a car and the wife sits next to him, I said that this is absolutely a normal ideal couple kind of situation, and there is no friction at all.

Now I also said that when the wife happens to sit on the back it can indicate that there is more space in terms of miscommunication that must have generated between the two,



may be there is a disagreement that they have between them recently. So, if the wife happens to sit normally on the front seat and if she is sitting on the back suddenly this indicates that there is some kind of discrepancy in their relationship a gap that is developing if you just go by the spatial interpretation, if you just look at the proxemics, but I said that I should also throw a bit of caution which I will also tell at the end repeatedly is that do not just jump into conclusions.

There are other physical factors sometimes which would also compel the person to go and sit back, may be for instance the wife has conceived and the doctor has told her not to sit on the front one and sit comfortably on the back one, one possibility; may be that there is too much sunlight during the time they are going and then she wants to avoid it, or she is allergic to this, she is not comfortable to this, and then she wants to sit on the back. Now the relationship is absolutely normal even now, but the person is avoiding sitting next to the husband just because of certain physiological or environmental factors. So, that is why I said I will throw a caution word of caution because when you form a conclusion you should also consider the other factors that must have also compelled the person to change that difference in space.

Now the same thing with amount to the leader; I said that leader is also showing his or her importance, dominance by sealing as much as possible in terms of space. So, you will find that the biggest of the leader will be in bullet proof surrounded by security guards but so much space, so much of distance between the leader and the audience. Now the moment the leader gets down from that stage where so much sealed space has been created and comes to the audience and accepts garland in an Indian context or pats or shakes or gives a hug, the leader is reducing the space. Now this creates an impression that the leader wants to be more intimate, more close to the people, okay. Now this is on the one hand

But look at other sealed situation like in cities where the chief minister or prime minister or a very important personality happens to move and because of security concerns they seal a particular area and others are not allowed to go. Now sometimes they seal it even one hour before or two hours before the actual person comes and so much of traffic jam, traffic congestion, but despite that this leader is still able to exercise power over the situation, because the leaders safety is considered to be superior even in terms of the country's safety.

So, the leader is given this, but when I say these two situations where the space is sealed sometimes in advance, and it is the leader who decides even in the sealed space when the leader is travelling, suddenly the leader can get down and then shake hand with the person, the followers who are just waiting there to just get a passing glance, it is the leader who can decide. But conversely it is not the follower the subordinate who can decide. So, the another caution you should note which means suppose it is your boss who is there standing there and so much distance is created between the boss, your superior, and then you are among the audience.

Now if the boss decides to come down and shake hand with you or give a hug or pat you, you have enough reasons to feel elated, because the boss has not only reduced this, but the boss is also giving you a kind of recognition by reducing space between him and you on the one hand. But in your over excitement even if the boss appears to be very friendly and informal you cannot run from the crowd, the gathering among the audience, and then reduce the space on your own and you cannot go and give handshake unless he offers to you, you cannot go and hug him unless he comes and does that to you. So, mind this.

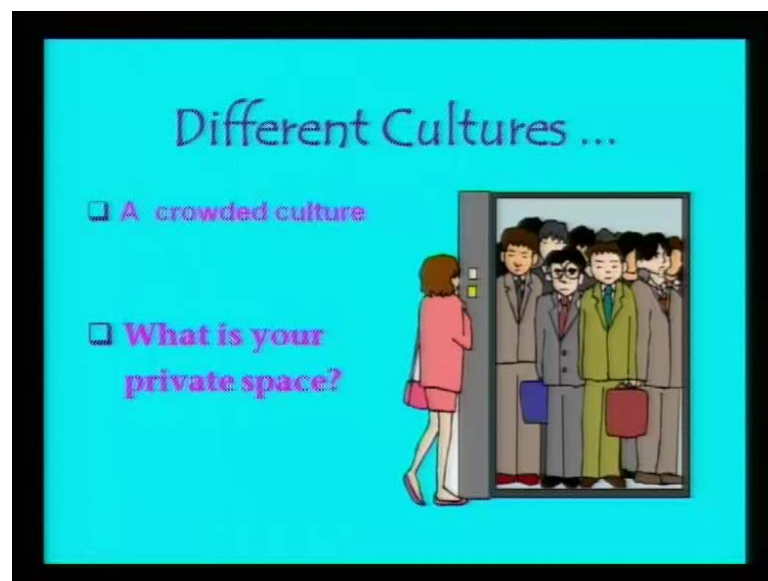
It is always the one who is in power, it is always the one who is superior who decides whether to reduce that space or not. If you happen to be at a lower subordinate position you have no control over reducing that, and if you try to do that that is violation of their space, and you will be penalized for that. So, keep that in mind. So, same thing goes with regard to sitting on a bench that is especially on a railway platform. Now let us say the platform is completely free and then there is a stranger. So, when you go and see that there is space you will not go and sit next to the stranger; you will leave so much space between you and the stranger and then you sit.

Now the stranger is also quite comfortable when you leave that much space. Now the caution here is now if your friend is sitting there and if you tend to leave so much space the friend is likely to feel offended; conversely, you will not even leave space. If it is friend you will automatically go and sit close to the friend, the less space possible the more friendly you are, the more intimate the relationship is. So, you will obviously not do that, but again conversely if you try to give that space create that space it can again indicate that there is a kind of rift in the relationship.

Now you do not want to sit as close as you used to do that before, because now there is a kind of misunderstanding in the relationship, so understand this caution that you should use when you are applying this nonverbal communication part in proxemics. Then as I said when physical space is not available what do you do and what do people generally do? What they do is they will create psychological space, what does it mean? Even in crowded lift what they will do? They will just tighten their muscles and then they will look up they will not look straight.

So, they will avoid touching, literally and figuratively shrinking oneself, but actually we are just at close intimate touch point and in fact literally we will be touching the other person even some very private organs may be in close touch with us. Even then we will try to create our psychological space, so that physical touch we do not like, we do not mind, but we try to create psychological space. So, that if you do not like you can also do that.

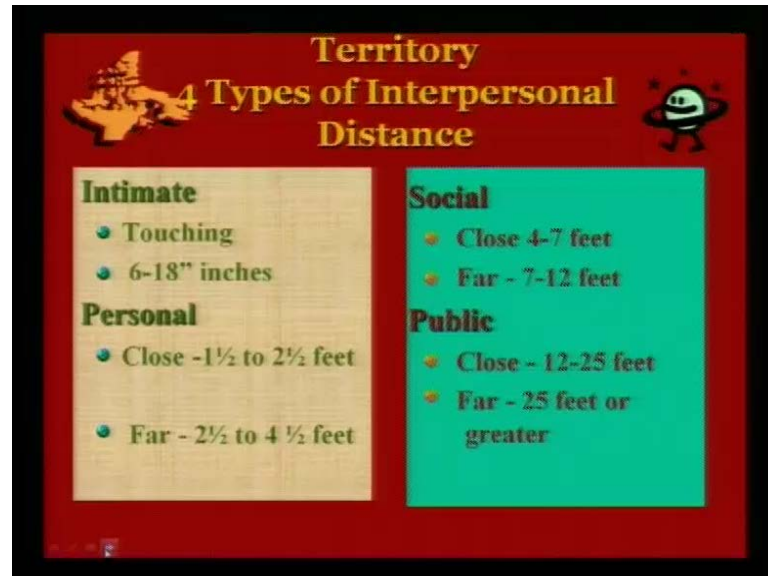
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Now look at the situation in crowded cultures where people are just together in lift, look at them they are not maintaining eye contact, they are not looking at each other, and then although their hand, shoulder, the major body parts are touching each other, they have already created their psychological space, their mind is switched off. They are not focusing on the other person; everybody is narrowed down literally, figuratively in his

own thoughts. So, that happens in a crowded culture and you create your own private space.

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And what happens sometimes when the space is violated? Now before we understand what happens when the space is violated, let us get a better view and understanding of territory assets and the kind of interpersonal distance we maintain in terms of using territory. Now territory is giving us a sense that that is our space; to put it in a simple manner for instance, the kind of territory a person who walks occupies and the kind of territory that a person who goes on cycle occupies and the territory that is again used by somebody on car.

Now the person who walks has less territory compared to the one that who goes on four wheeler and compared to the one who goes on a small car and compared to the one who goes on a truck, so much territorial space the truck driver thinks he owns. So, that is why he gets violent when somebody uses the space before his truck crosses quickly or even comes near to his truck. So, he thinks that he is apart from the truck area, there is some space he thinks that he is owning same thing with car but the space reduces to the pedestrian, the space reduces to the cyclist. So, the cyclist can be hit if he is coming close to the truck, because that truck driver feels that he is violating his territorial space.

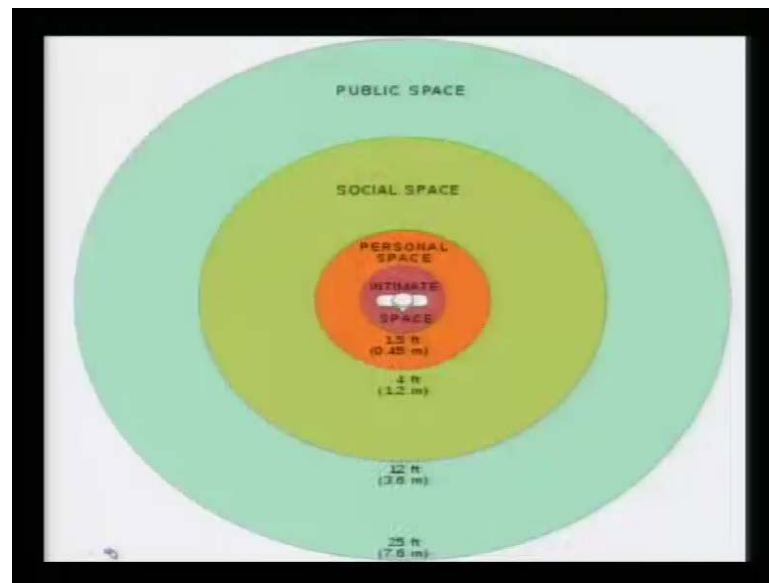
Now how can we fix it, how can we understand this in a better manner? We can understand this by the way people who have done lot of research on this territory have

actually divided them. They have divided this into four aspects four types; we can call them as types of interpersonal distance. So, they talk about intimate, personal, social and public space. Now let us look at this from the public space which is the greatest one. Now in public space depending on the power, status of the leader, the space will be very far; it will be 25 feet or even greater depending on the power one exercises to seal the space between him and the audience. Now even in that there is a close level in which it is about 12 to 25 feet, but you can understand overall the public space whether it is close or far it is starting from 12 feet distance is still maintained.

Now in case of social where there is formal informal interaction but not that intimate as the inner circle level. So, the social level the far is determined by 7 to 12 feet and the closed level is 4 to 7 feet where the person is close, shaking hand, hugging, patting and all that. So, the distance reduces. Now when it comes to personal the far is from two and half to four and a half feet and the close is one and half to two and a half feet. So, standing together, putting the hand on the shoulder of the other person, holding hand, but even without that just maintaining closeness in sitting for instance but the most intimate and the intimate.

So, 6 to 18 inches is intimate, very close or touching, sitting on the lap. If it is a small baby just being carried or sometimes the baby sits on the shoulder carried on the back, carried by hands. So, touching level is the intimate level where both parties allow each other to let proxemics become zero.

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So, intimate, personal, social, public, we can also visualize this in the form of a space circle. So, at the outside you have the public space, so 12 to 25 feet and then you have the next social level which is about 4 feet or so and then the next personal one up to 1.5 feet and then the intimate one where it touches zero proxemics. So, you can also visualize like this.

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### When you invade my space

- Reactions to an invasion of your space
  - Feel troubled
  - Get defensive
  - Become aggressive
  - Retaliate



What happens when you attack when you invade my space? When you invade my space I give some reactions and I clearly indicate that I am not happy with that, how is that

done? I feel troubled; I express that I feel troubled when you attack my space when you invade my space without my permission without sometimes my knowledge you just come and encroach on it. I may also become defensive; I will also try to put some defensive gestures, I can become aggressive, I am angry, I am wild, how dare you come and reach my space and then I can retaliate.

I can push you, I can kick you, I can hit, I can say something loud, I can do anything to send you back from my territorial space which I think is my private space and that is my right. And at the same time generally what do people do other than doing that as an individual, what are the general reactions to an invasion of your space? One is people avoid conversation, when they do not like your invasion people avoid conversation.

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Another thing is they avoid eye contact. So, they will not look at you; they will look at a different object, different person, different people around them. Then they will also interestingly place some objects in between as a barrier. So, like go back to the situation where you are on the bench of a railway platform and then somebody is just coming and sitting close especially let us see this is a girl and that is a boy, what the girl will do is immediately to put a bag in between or a file in between just to indicate a kind of barrier to suggest that, look I do not like your invasion. And at the same time they will try to show that their attention is focused elsewhere; they do not try to look at the other person, they will show, may be they will show that they are reading something or they are

observing something, but they show to the other person they are least interested in this one whenever this space is invaded.

Now think about these three aspects of nonverbal communication that I focused in this lecture about space, about touch, and then overall I was trying to give you some caution about these aspects, and I started with the universal expressions with regard to space. Think about them, and then I will go for one more lecture in which I will try to conclude by talking more about chronemics, because we did not have time to talk about that in this one, and after talking about chronemics I will tell you how you can use this effectively and what are the do's and don'ts.

So, till that lecture I just want you to go back to the previous ones, have a quick recapitulation of all the ones we have done so far, and get ready for the next and the final one hopefully.

Thank you so much and stay tuned till the next lecture, wish you all the best.