

Communication Skills
Prof. T. Ravichandran
Department of Humanities and Social Sciences
Indian Institute of Technology, Kanpur

Lecture - 9

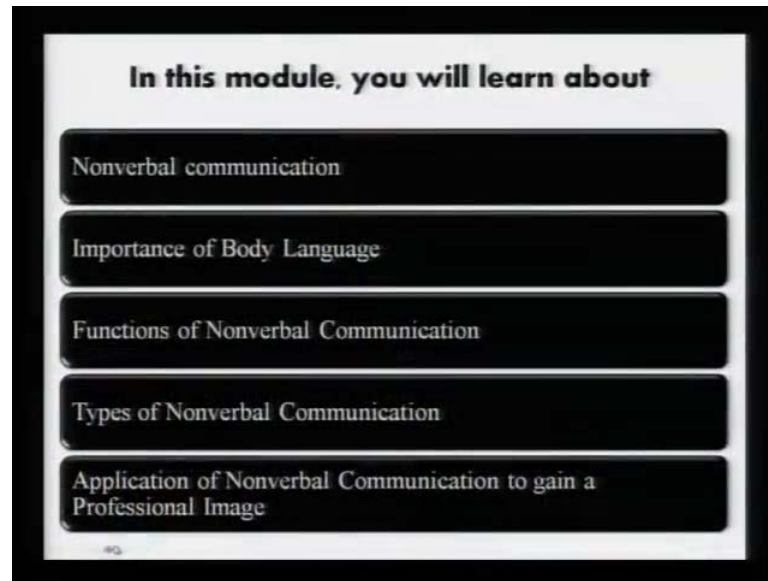
Welcome to NPTEL's course on communication skills, we are now on third module and this module particularly focuses on nonverbal communication with special emphasis on body language. And in the past four lectures, I have been talking about the importance of body language; I was talking about the origin of it. Then we discussed the debate between whether it is nature or nurture and so on. Then we started analysing various aspects of body language.

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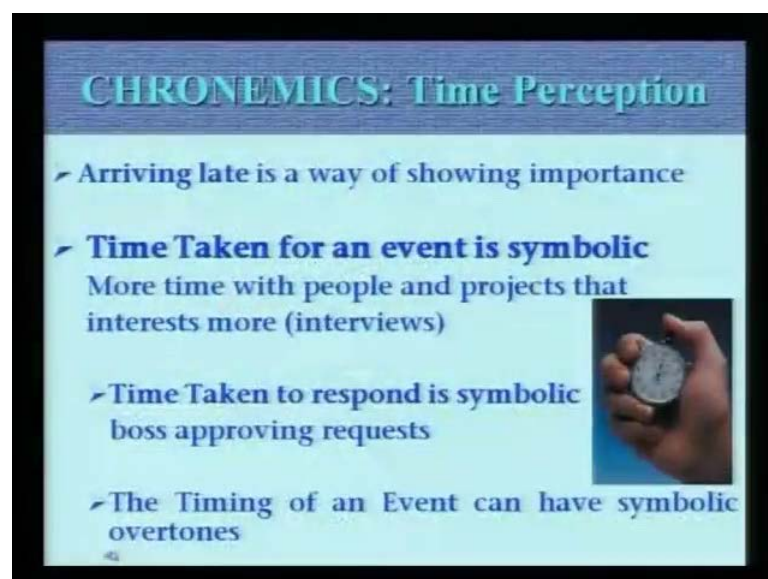
Now, in this concluding part, we will particularly focus on one aspect of body language, one aspect of nonverbal communication that has been left out not discussed in the previous ones that is chronemics. The particular use of time in terms of nonverbal communication and after talking about chronemics, I will try to tell you some of the limitations of this use of body language and how you can use it to enhance a professional image in terms of improving your communication skills.

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Now, overall if you look at it, in the whole module on nonverbal communication we have been talking about nonverbal communication in general. Then the importance of body language in particular and then I also talked about various functions of nonverbal communication and discussed various types of it. Now, in this one as I said we are going to talk about the last aspect of nonverbal communication chronemics. Then I will just briefly focus on some paralinguistic cues, which are used in nonverbal communication. Then I will go for the concluding part in which you should know how to apply this, how to use this to enhance your professional image.

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Now, coming to chronemics, which as I said is the use of time, using time, deferring time, postponing time, minimal use of time, maximum use of time, using time in a multiple sense, using time in a monistic sense and all that. The time perception that is associated with nonverbal behaviour that is what we call as chronemics. The study of this time use of it is called as chronemics.

Now, generally before I get into more details, if you look at people arriving early and arriving late you understand that there is a difference. The one who would arrive early in the scenario would like to show that the person is sincere. The person may also be the subordinate because the boss is the one who is expected to come late. The person comes in time, there are officers where if the workers go late they will not be able to get that day's salary. Some part of the salary will be reduced or in certain cases if they go late for 3 days one day's salary will be cut. So, they have to follow the time they have to go in time.

Now, look at the person who is coming late somebody who is arriving late, now the person who generally arrives late may be using that as a way of showing importance, as a way of showing that he is superior. Because probably in a practical he has so much to do and then he cannot devote all his time to certain things. So, probably most of the times he is catching up things, which are pending and then obviously he is coming late. On the one hand, on the other hand if you look at some politicians political leaders who are very popular when they come for speech they are very much delayed apart from practical reasons. They may be just delayed just to show that they are important and the people who wait, they also wait because they are waiting for a very important person.

So, here you can see how time is being utilized to show importance. Then even the time taken for an event that is also quite symbolic, now look at interview situations more time with people and with projects that interests the audience or the panel members more. In case of an interview most of the cases when the panel thinks that the candidate does not suit the post, they would not spend more time on that candidate. It will just telling the candidate to wind up very quickly or they will just ask a very quick question and then make the candidate leave in about 5 minutes. Then there are candidates with whom they spend 20 minutes, half an hour, 1 hour even then outside there are 40-50 candidates waiting for the interview one candidate is given maximum time. That is because the

panel would like to ensure that this is the right candidate and for the right job that they have kept.

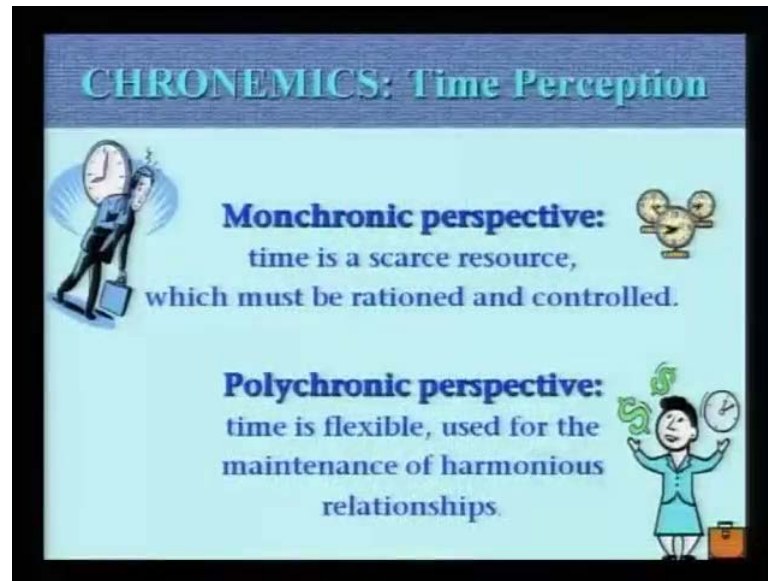
Now, you can understand from this that when a time is given more to a person that also indicates the importance of that event, the action that is given more time. The same thing goes in case of a project that is submitted, in case of a person who submits a project, the boss is not giving more time. Because he has certain perception about the person thinking that he has not worked enough and then there is another person who submits the project the boss gives more time. Same thing goes with regard to even approval of certain request, even if it is a leave application when a particular person applies for leave the boss grants it immediately. When another applies the boss is not granting he is delaying, he is not even looking into the project.

So, the time that the boss takes indicates the level of interest that the boss has and the perception that the boss has with regard to the particular person, whether it is in terms of submitting a project or a leave application. All accounts for time perception, then this is what I want to tell you in terms of taking time to respond, so that is also symbolic, the boss taking time to respond to request that is also symbolic. The time of event can have symbolic overtones for example, when it is a particular festival, so let us say it is Diwali then there some movies, which are planned to be released on that particular day, another function like Eid particular movie is planned to be released on that day.

Now, why is it? So, the time that is planned they are sure that if your release on that particular day this is meant for success. So, that day has certain connotations may be it brings more audience to the theatre and so on. So, the same thing you will find that even when the company would like to launch a product they would again for a market survey of the most appropriate time in which they should launch the product. They would even launch a product after a year of survey, after a year of advertisements that sort of gives preview about the product before they actually even launch it.

So, that is about time in general, but how is it that interesting you how should that concern you if you want to become a professional, you should know that basically there are two perspectives with relative to chronemics, in relation to time what are the perspective.

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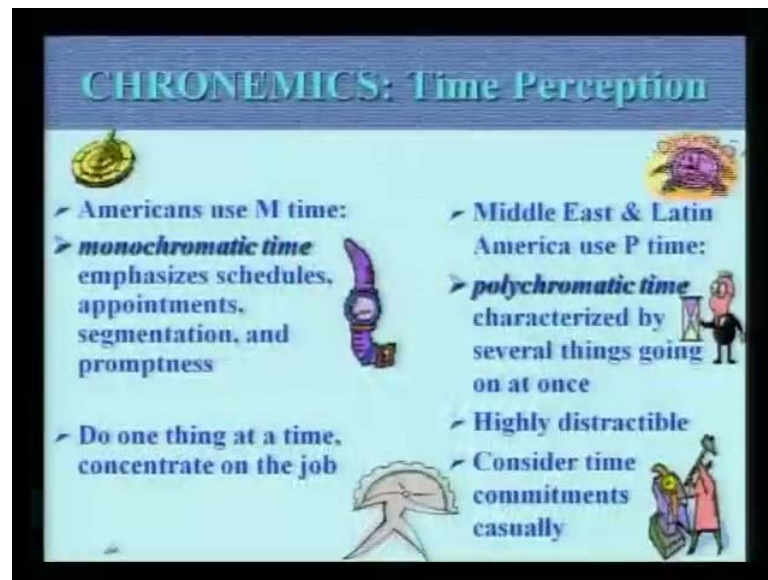


One is this monochronic perspective and the other one is polychronic perspective. What is monochronic perspective? In monochronic perspective time is seen as a single unit as a compartment as a systematic categorical unit. Now, it is a scarce resource in monochronic perspective it is a scarce resource, so you have to use it very carefully. It should be rationed it should be controlled and you must have heard of a sayings like time is money, time is life, so you waste time you are wasting your life you are wasting your career.

So, everything is associated with time success is associated with how better you utilize your time, this is monochronic perspective. In polychronic perspective time is flexible, so time is seen in a kind of collective perspective, time is not compartmentalized and then people see time as it comes to them. They use it for the maintenance of harmonious relationships, so if somebody has monochronic perspective the person would give appointment and expect that somebody reaches the place in time.

Somebody with polychronic perspective even if the person is not reaching there in time will not get angry or even without appointment if somebody is just dropping in, the person will not get angry. So, we can see the difference in the second level harmonious relationship is given more importance, in the first level time itself is given more importance.

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Let us look at more in terms of the cultural difference that these time would indicate, Americans actually use this monochronic or monochromatic aspect of time. And if you look at Middle East and Latin Americans and even most of the South Asians, even in India the general perception about time is polychromatic or polychronic. How does it make a difference? When it is monochromatic there is emphasis on schedules, the whole event is planned much in advance, 5 year goals are verbalized written clearly and a schedule is planned accordingly. Appointments are given all the time and you cannot violate that appointment, you have to wait for that appointment segmentation is done.

So, the whole chunk of work is divided into segments, division of labour is followed and apart from that promptness, if appointment is given it is expected that the person comes before time, in time, but never comes late. Late arrival is not excused here, so this is monochromatic perception and generally people who are used to this kind of environment this kind of setup, what they do is they do one thing at a time they concentrate on one job.

Now, when I see this you can understand that this has its own merits and demerits there are certain jobs, which we need to pay attention, which we need to focus we need to finish it immediately before we go to the next one. Then there are certain other jobs, which actually needs a polychronic polychromatic kind of perception. Now, that job need not be done immediately, but at the same time should be done then and there

whenever you get time. So, it is better that situation you juggle at 2-3 jobs and then you give some time here, some time there and then focus on one thing in between.

Now, this if you have a polychronic time perception, you will be able to do and you will be able to do it without any conflict. Now, if you look at culturally as I said generally the Middle East and Latin Americans use this, most of the South Asians use this. Now, what is it it is characterized by several things going on at once simultaneous commitments multitasks several things going on it one single time. Now, the disadvantage is part of this highly distractible focus is less, concentration is less, work efficiency can be reduced because the person can be distracted easily. And then overall the person considers time commitments casually.

Now, when I say this how a conflict can happen between these two perceptions. Let us say the boss says 9 o'clock. Now, the boss is of polychronic perspective and the person who is supposed to meet the boss, the visitor is coming from a monochronic perspective. Now, when the boss says 9 the person reaches the venue at 8 45 and reports to the receptionist. The receptionist smiles and then she says no when the boss say 9 he means 9 30, 9 45, it could be even to 10 and if he is busy he may not even come.

Now, this would shock the one who is coming from monochronic time perspective and conversely if the boss has the monochronic time perspective and the visitor is somebody who is casual about the commitment. And comes late or comes very late or even thinks of just postponing it. The boss will be very unhappy and he will just cancel the appointment and he will not give time again.

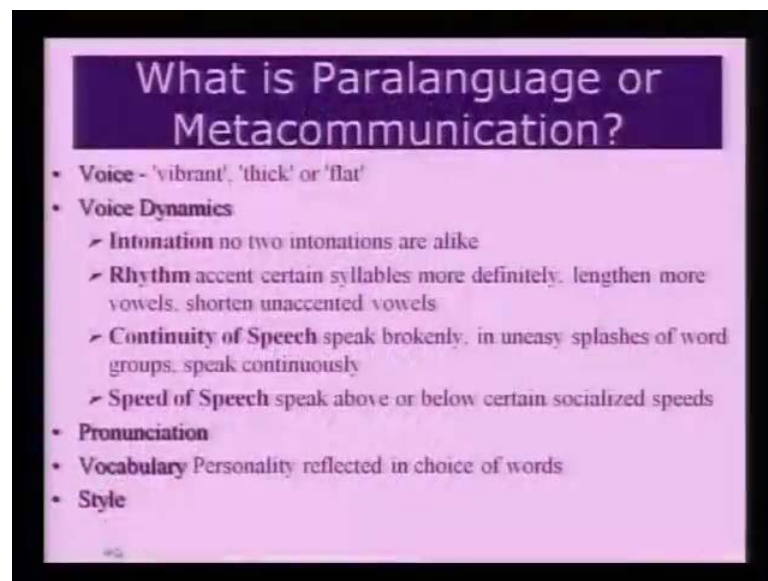
Not that he does not want to give time again, but that he is already overbooked with other appointments, he cannot actually squeeze in any other appointment once the time is missed. So, you could see the difference professionally, so if you want to work in a professional environment, when you go and join in a job just identify what kind of perspective is generated. There. Irrespective of the cultural background, now we are living in a global scenario.

So, multinational companies are there everywhere and then the time perception is differing from different organizations whether they are in South Asia or in America. So, even in America when it is run by a owner who has this polychronic time perspective, so he will excuse you if you go late or he will excuse if he is busy with something and vice

versa. So, keep that in mind and then identify the time perspective, identify the time perspective that your boss has your higher authority has and then modify accordingly.

Initially it is difficult, but then it is important that you modify your own perception according to the expectation in the work environment and that will ensure you success. At least it will avoid miscommunication, at least it will avoid hot burns, in the process of communication. So, keep that in mind, now as a concluding part let us think about paralanguage or something that is called as meta-communication, which is not generally noted under nonverbal communication. In the sense we are talking about body language chronemics, proxemics at length.

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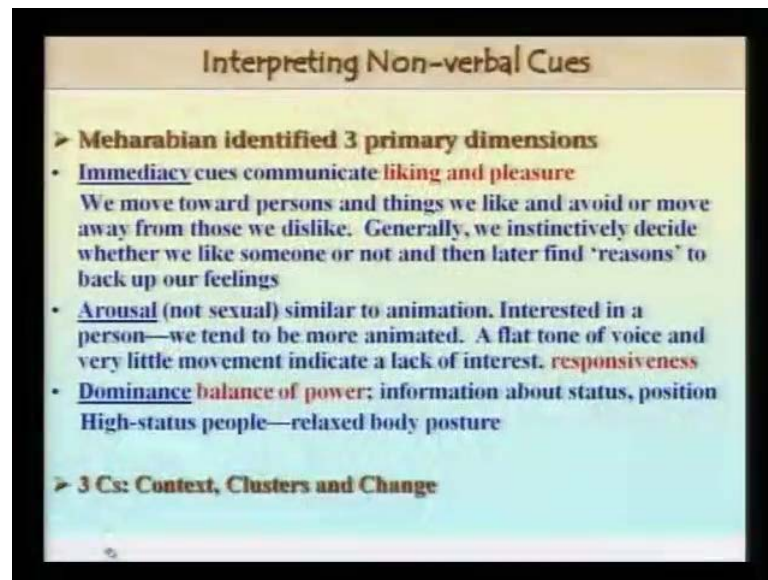
But nevertheless, we also should know that this is also forming a very basic part of nonverbal communication. What are these aspects? One voice, now you can just see whether the voice is commanding whether it is vibrant, whether it is thick voice, whether it is flat voice in terms of voice. You can even look at the voice dynamics intonation no 2 intonations are alike, which means the person stretching on a particular sound will differ depending on the way he is brought up, depending on the way he learnt the language. And two different persons do not stress, do not emphasize the same word in the same manner.

So, intonation itself will speak for the persons, other aspects of communication particularly nonverbal. Then rhythm, so here the accent that is used, so certain syllables are given accent, some would lengthen the vowels some would shorten the vowels and so on. The continuity of speech some would speak brokenly in uneasy splashes of word groups and some would speak continuously the speed of speech the pace itself. So, some speak above the expected speed some speak below certain socialized speeds.

Now, all again is indicating some kind of psychological thing that is happening at a nonverbal level. Pronunciation, so some are very careful about pronouncing certain words enunciating them correctly, some do not care about pronunciation that also speaks for the person nonverbally the use of vocabulary. So, the whole personality sometimes is reflected in the choice of words, a person who is using lot of abusive words and the person who is very careful in the choice of words, somebody who is using only pleasing words pleasant words is most liked by general public. Somebody who uses (()) words four letter words very commonly, generally public is intimidated by this kind of person.

So, the vocabulary that is used will also indicate the personality again it is a meta form of communication paralinguistic, which is not actually language, but the way you are using it, so that is also speaking about the personality of the person who uses it. Overall style in communication, so all these things contribute to style the vocabulary the speed in which you deliver the pronunciation. So, that also gives a kind of style to the person himself the same matter same idea communicated by one person is liked by so many people and the same idea communicated by another person people dislike it. All amounts to style, so keep this in mind when you are also trying to use this as enhancing your nonverbal communication aspect.

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Now, towards the conclusion the other important part of nonverbal communication interpreting nonverbal clues, now when you interpret you also learn how to apply them. We talked about meharabian who put lot of emphasis on nonverbal communication and who said that even almost about 90 percent is actually nonverbal. Now, meharabian identified 3 primary dimensions in terms of interpreting nonverbal clues, he talked about immediacy he talked about arousal and he talked about dominance.

Now, by immediacy he meant also the kind of cues we use to communicate our liking and pleasure, which means what we like is something that makes us nonverbally open nonverbally close. And what we do not like actually distances as from that object non verbally, so this is what he said look for immediacy cues. So, what does it mean we move towards persons and things we like and avoid our move away from those we dislike. Generally, we instinctively decide whether we like someone or not and then later find reasons to backup our feelings.

So, even without knowing we feel quite comfortable when we like somebody and we move close towards the person and when we do not like a person what we do is we slightly move away from the person, we feel intimidated by the person. So, this is what meharabian means by immediacy, how close you are and how distant you are that can indicate the level of relationship the proximity of relationship. Then arousal by arousal he did not mean sexual arousal, what he meant was the responsiveness the ability to

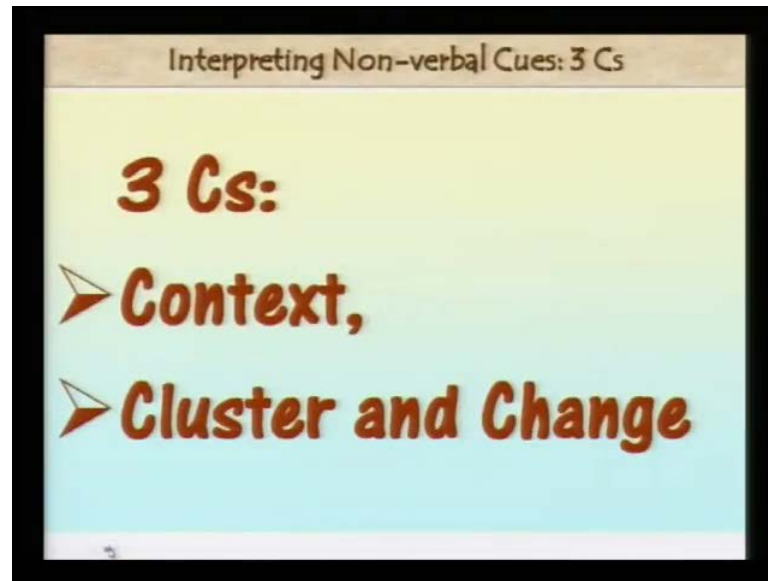
respond, how do you respond how animated do you become. So, that is what he meant by arousal.

So, which is similar to animation and this simply means that if you are interested in a person we tend to be more animated. We become lively we become fully alive, a flat tone of voice and very little movement indicate a lack of interest. So, this is what he meant by arousal responsiveness, so we respond favourably we respond with full of blood vitality when we like somebody or when we like an event that is going on. And when we do not like it, so the voice becomes flat and then the whole face controls expressions there is no expression on the face and it is indicating boredom or disinterest.

So, arousal is indicating responsiveness and the third aspect that he talked about is dominance. He also said that when you interpret nonverbal cues, look for this aspect which is indicating balance of power, who is whose superior between boss and subordinate? Who is controlling the relationship, in case of husband and wife, in case of any couple? Who is controlling the relationship? Who is holding power? So, this he says can be seen by getting the nonverbal cues you can get information about status about position and for example, people who have high status they have relaxed body posture.

So, you will find them between two of one high status and another one of low status. The person with high status may sit on the chair in a very relaxed manner, the low status one may have very firm frigid kind of body posture. The lowest one you will find in South Asian customs will be even not sitting on the chair will be just sitting down, will be sitting with folded hands with some bow to indicate respect. Even while standing, they do not stand straight they gently bow to show that their subordinate they are showing some respect. The other person is just relaxed, he is just sits on the chair in the most relaxed position.

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So, this indicate higher status between the two the second aspect of interpreting nonverbal cues he said that apart from looking at immediacy arousal and dominance he said look for 3 C's. What did he mean by this he said look for 3 C's? That is context, clusters and change, context cluster and change. Now, context what did he mean by context he said that when you look at something separated from the context and you try to locate with the context, then you actually get the real picture.

The example that I gave for instance I said that husband driving a car and wife sitting on the back seat on that particular day when she usually sits on the front seat. Now, you need to look at the context before jumping into conclusion that they have quarrelled. Now, the context could mean that it is so hot to sit on the front, so she has come to the back or she has a physical problem that the doctor has advised to take the back seat and not sit on the front one and so on. There are other interesting examples context where environment plays a very crucial role, so in a open hall or let us say in an auditorium a boy sits somewhere in the middle the girl comes and then sits somewhere in the corner she sits there for some time and then she gets up and moves and sits almost close to the boy.

Now, the boy should not jump into the conclusion taking nonverbal cues should not jump into the conclusion that this means immediacy, this means proximity, she is coming close to me this means she is interested in me. Now, the context may be different in which she

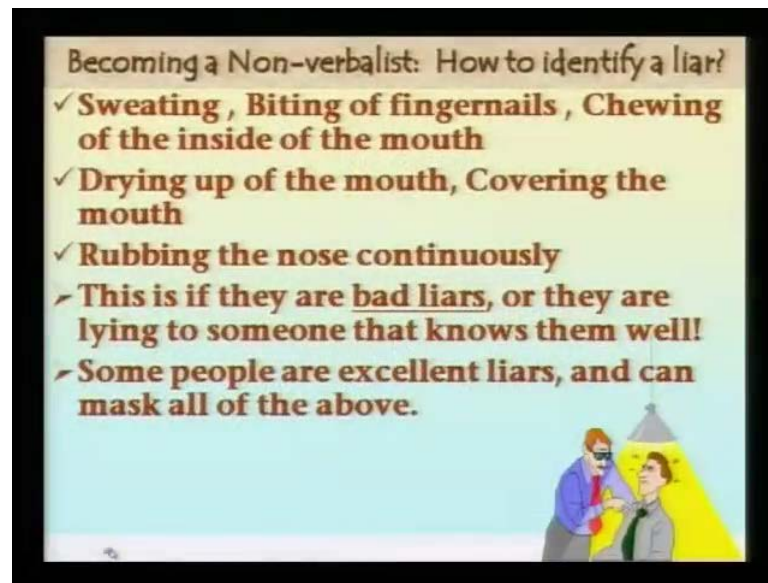
sat just near the door may be one reason she is getting, so distracted another reason obviously could be that she has a cold and the AC is already generating lot of coolness and she does not want to sit so close to the AC. since she did not want to sit close to the air conditioner she just came and sat somewhere in the middle, it so happened that that was the only seat left and the boy was sitting next to it this is context.

Now, the boy should not jump into conclusion that the girl is interested in him. So, that is what meharabian said look at the context. Now, once you ascertain the context that there is no external factor that is determining this nonverbal behaviour, then you can infer interpret cues based on the universal reading of it. Then he said cluster, once you ascertain it, cluster he said. Do not isolate one cue group them for instance somebody who would tell a lie would try to put the hand over the mouth, would try to avoid eye contact, would do something with the eye may wriggle may do something with the hair.

Now, look at the cluster look at the whole group of things and then he says then you just form the interpretation. Then he also said look at change, what did he mean by change? Let us say the worker who comes every day to the office and it is an informal office shakes hand with the boss and says good morning and he is indicating warmth and friendliness. Now, the previous night the worker has stolen some money, next day he did not want the boss to know that he is the one who has stolen the money.

Now, change in behaviour he comes instead of shaking hands he says (()) or he shakes hand and till now it happened to be a very firm hand shake, on that particular day it happens to be a dead fish hand shake. He is just giving and taking it out very quickly, now the boss if he is a nonverbal expert should analyse understand that this is a change. Why the hand is cold? Why he is not giving a firm hand shake? And then, now he should try to cluster with other change in behaviour and then look at the context and then he came nonverbally base the interpretation in a very judicial manner. Now, this keeps you on a very safe terrain, when you are able to look at the previous cues in terms of context by clustering them and by noting the change that happens in the nonverbal behaviour, you will be able to make more or less a very good judgement about nonverbal behaviour.

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Now, let us move slightly ahead and then focus on one aspect of nonverbal communication and let us see how you can slowly become an expert becoming a non-verbalist, nonverbal expert. One thing that generally experts do is that they are able to identify people who are genuine and people who are fake, people who are honest and people who are phony, people who would speak the truth and people who are liars and you just see. And there is a game also in which the person will say something for 2 minutes and within 2 minutes he will also tell one lie, it may be a story, but he will also tell one lie the person at the other side should be able to identify the lie and tell that it is a lying.

Now, how can the other person know the other person can use this nonverbal cues when the person tells a lie there is some change in behaviour, some change in intonation, pronunciation. He wants to hide something, he does not want to say that loud, something he does, which is different from the truth that he was speaking. Now, apart from that there are certain other tips in terms of body language changes sweating for instance. Especially if the person is very new in telling a lie, the person will sweat profusely, biting of finger nails or chewing of the inside of the mouth while saying something.

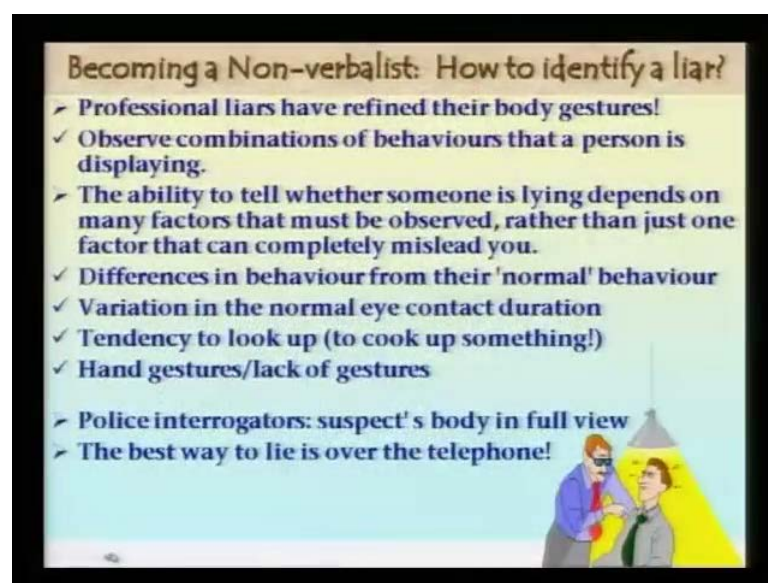
Especially when it is a lie drying up of the mouth, the person will feel like drinking. So, much of water and the person feels that the mouth is getting dried up then covering the mouth, especially small children will do that very often, they will try to cover the mouth

when they tell a lie. Rubbing the nose continuously, because again the person knows that he is doing something dishonest, now all these things you will note if they are bad liars or if they are inexperienced liars if they are amateurs. Or they are lying to somebody whom they know very well and they are feeling embarrassed, they are feeling discomforted when they are telling this lie.

But some are excellent liars and can mask all of the above and then we call some as professional liars or some by profession has to hide truth. Lawyers for instance, sometimes they know the truth, but professionally they have to hide the truth or they have to speak something which is not the truth. It may not be a lie even sometimes, it may be a lie it may be truthful from a different perspective, but they know that they are distorting the truth.

Now, in that context they have to use a phrase that is not revealing any of these nonverbal cues they should not sweat they should not bite their finger nails. It will be easily observable by the judge and others the juries could observe it very quickly. So, they are so trained to control their nonverbal behaviour in that case what should one do professional liars have refined their body gestures. So, what should one do when they are so refined.

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Becoming a Non-verbalist: How to identify a liar?

- Professional liars have refined their body gestures!
- ✓ Observe combinations of behaviours that a person is displaying.
- The ability to tell whether someone is lying depends on many factors that must be observed, rather than just one factor that can completely mislead you.
- ✓ Differences in behaviour from their 'normal' behaviour
- ✓ Variation in the normal eye contact duration
- ✓ Tendency to look up (to cook up something!)
- ✓ Hand gestures/lack of gestures
- Police interrogators: suspect's body in full view
- The best way to lie is over the telephone!

The slide includes an illustration of a police interrogator in a blue uniform and sunglasses, wearing a yellow cone of light, shining it on a suspect who is sitting in a chair. The background is a light blue gradient.

Now, this is where you should observe combinations of behaviours that a person is displaying. You should look for cluster you should look for change and the ability to tell whether someone is lying depends on many factors. That must be observed rather than just one factor that can completely mislead you just somebody has covered his mouth. So, immediately you cannot say he is telling a lie may be he feels that it is giving a bad smell and he wants to avoid it, maybe he was about to cough, about to sneeze and he wanted to avoid it.

So, it could be some physiological problem also, you cannot jump into conclusion just by looking at one symptom then differences in behaviour from their normal behaviour. Change is something that you should note, variation in the normal eye contact duration. So, if somebody is honest the person does not mind first of all maintaining eye contact then the duration the person does not maintain for a long time it means that the person is having something to hide. Whereas, the person who is normal and he has nothing to hide will not mind about the duration, the more you look at the person, the person will also respond. There is no problem and then tendency to look up sometimes may be they are cooking up something some story.

So, when you talk instead of maintaining eye contact they will just look up, they will look somewhere they look beyond you and then they will try to tell something. They will not maintain eye contact then hand gestures or lack of gestures as I said shaking the hand not shaking it or just saying (()) instead of shaking hand or just saying good morning and not even touching. All these changes should be noted, if you look at police interrogatives what they do is that they put the suspects body in full view. Something like what I have showed in this picture, here even I have put the person with dress. Actually they may even remove the dress keep the person with the minimum one and keep the suspects body in complete view.

Now, when the person's body is in complete view and when it is even taken on photo it is video graphed it can be even analysed at a later stage you listen to what the person says. And you see the behaviour change in behaviour and if you find any discrepancy note that verbal component, which is going with or against the nonverbal component. That is emanating from the person, so that is how they judge and you will see most of the intelligent interrogators are very smart police officers they will just by looking at you

they know that you are innocent. Just by looking at somebody they know that the person is suspicious and he is a criminal.

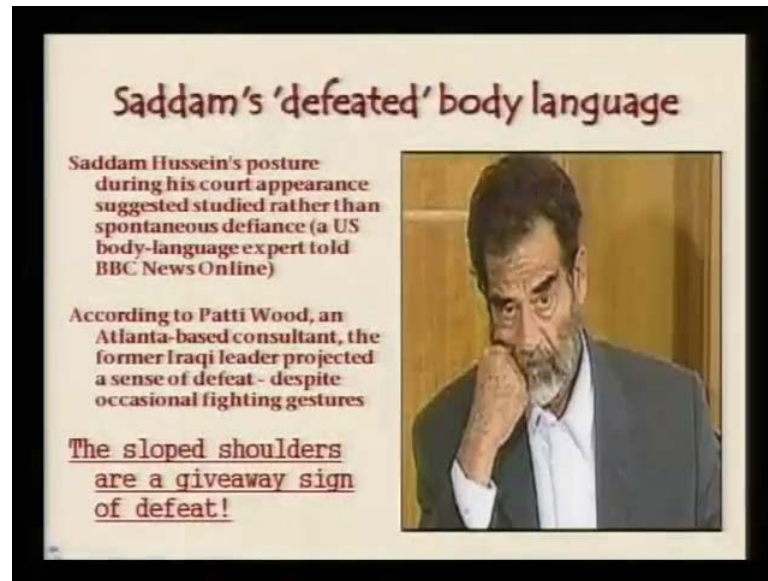
How many times you have observed this, if you are the I am assuming that you are the honest guy and you always take tickets in the train and you are always afraid of the system and then your very honest you are god fearing. And how many times when you have the ticket in the pocket most of the times when they look at you they do not ask you the ticket. Then somebody who is just trying to sneak away somebody who is coming just next to you they will catch that guy and then they will particularly ask that fellow and the fellow does not have a ticket.

How is that they found were they scanning them by them from a distance, how do they do that mostly from the nonverbal behaviour. They are so trained so used to looking at the change in nonverbal behaviour and immediately they understand that this fellow is hiding away. And they catch the person, now overall if you ask the question, which is the best way to lie then if at all you have to lie nonverbal experts say that the best way to lie is using the telephone. Because in face to face situation you are always likely to be caught you are always likely to feel embarrassed if you are telling lie before a person whom you know very well.

Now, having said this if the person at the other end is a non verbalist and if he is an expert even when you are lying on telephone he can or she can understand that you are telling a lie. The best bet is avoid telling a lie, use your nonverbal as good as possible and avoid any kind of dishonest thing. So, that will help you to develop you as a good communicator in an ethical sense also. Now, to become an expert non-verbalist what should you do keep watching people, people in action particularly watch videos, which are produced BBC for instance, has lot of videos produced on body language. Especially analysed by experts they have spent lot of time expertise on this analysing famous political persons, political situations, which are very important in terms of analysing certain results.

Now, one famous video shorts that were being discussed was during the trial that was happening for Saddam Hussein, was he accepting defeat or was he still not accepting it. It was one debate, the debate was very easily resolved by non-verbalist.

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What they said like they had analysed various postures of Saddam Hussein in the court and they were saying that he was using a pencil, he was pointing it to the jury and all that. So, using that kind of pointed gestures were indicating that he was still showing that he is the one, who is powerful and he is not accepting defeat. But then there are pictures like this and then overall when they looked at the sloped shoulders, then they said that whatever he did this is indicating that he has sort of accepted defeat. So look at this kind of videos, which are produced, which actually analyse and then the despite the occasional fighting gestures the overall conclusion.

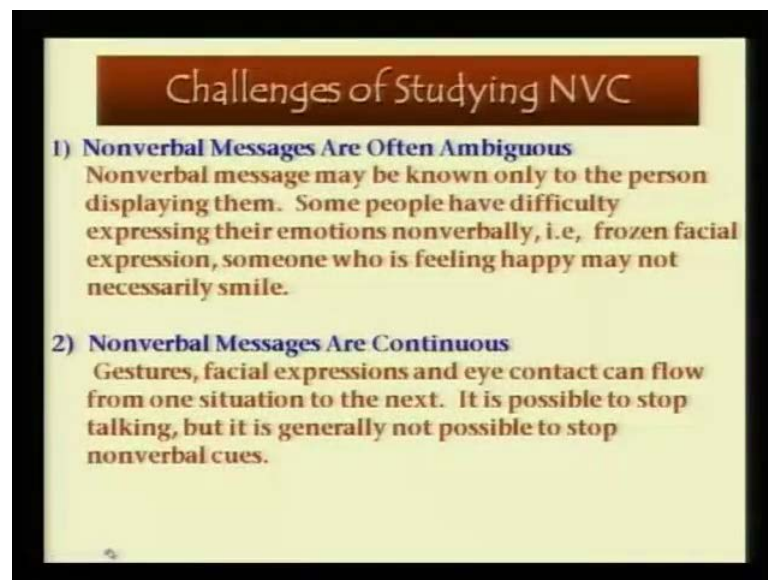
Looking at this particular posture indicates that yes accepted defeat. Now, there are other interesting videos in which for instance the president from a powerful country and the prime minister of a third world country. Both are trying to talk to each other and the president from the powerful country approaches this one and the other one sort of recedes goes back. The president approaches the other person retreats recedes keeps going back.

Now, what happens in this case the other person from the third world country is actually feeling bit intermediated and the one who is coming is feeling very confident so much. So, the whole video is showing as if they are in a kind of hide and seek game, one is chasing and the other one is running. But then you can understand nonverbally the psychological makeup of both the persons, so if you want to become a non-verbalist.

Apart from analyzing your own behaviour start analyzing the behaviour of famous leaders, even teachers, even your friends in situations where they have to sometimes blurt out certain things. They have to tell a lie or when they are saying something very honest see the facial expressions and see also the recorded videos, which are analyzed by experts. So, one good site is BBC try to go to the site and then look at that.

Now, towards conclusion I should also caution you about the challenges of studying nonverbal communication. Especially when nonverbal communication goes wrong what do you do when things go away using your nonverbal communication. When body language goes bad, when will it go bad if you are not able to confront the challenges it will go wrong. What are the challenges? Now, look at the first one nonverbal messages were often ambiguous which means it is not having a 1 to 1 correspondence in meaning when I am doing something with my hair. It does not mean only one thing it can mean more than one thing it is ambiguous it means something it does not mean, something it implies, so many other things.

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So, it is known on the one hand to the person who is displaying them it is very difficult for the other person at the audience side to understand them on the one hand. On the other hand we also talked about gestures, which are not even known by the person who is emanating them. Some are coming from subconscious thoughts, some people have

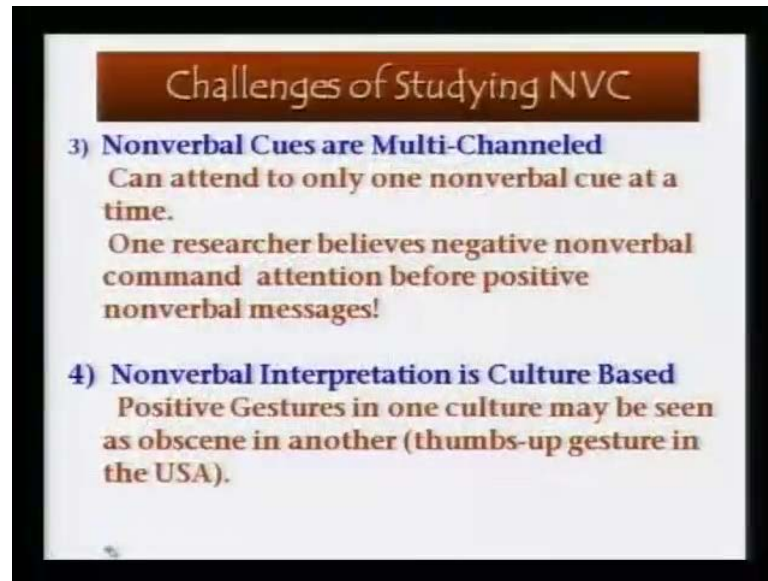
difficulty expressing their emotions this is another problem, for example, some people even when they are happy they keep a very frozen facial expression. They are not able to show cheerfulness on their face, may be environmental set up, may be the family set up. So, they have not enjoyed happiness in their life, they are looking tragic all the time, but they may be very happy inside.

So, you cannot form any conclusion based on nonverbal expression on the face then someone views a feeling happy may not even smile outwardly, may not laugh, may even just control, it may think of showing a very matured outlook. So, you cannot jump into conclusion because this is ambiguous it means sometimes more than one thing. Sometimes it does not correspondingly mean what you expect that it should mean, one challenge. The second one nonverbal messages are continuous, so they do not come at one go stop let you interpret the message and then the next one comes.

No, they are continuous gestures what the person does with the hand how the person is standing, talking, moving and at the same time facial expressions. You look at the hand something happens in the face, something happens in the eyes, something he does with the hair eye contact can all flow from one situation to next. So, many variations happening within this small gamut of expressions then it is possible to stop talking, so you cannot just shut your eyes and ears and think that, oh communication is over. But it is generally not possible to stop nonverbal cues, you have to observe even when the person is pausing like what is happening. Now, in terms of nonverbal communication it is continuous it is not stopping.

So, it is ambiguous it is continuous. So, these are actually challenges and the third one is it is multi-channelled, which is making it much more complicated. So, you cannot decide to attain to focus in only one aspect of nonverbal communication, at one time you cannot say that I will look at only eye contact. And then decide whether the person is confident or not or you will not say I will look at only the feet I will look at only the movement of the legs, no you have to get all the cues it is multi-channelled. It can use face, it can use eyes, it can use hands, it can use the whole body movement, even the way the person has dressed accessories will also tell you something.

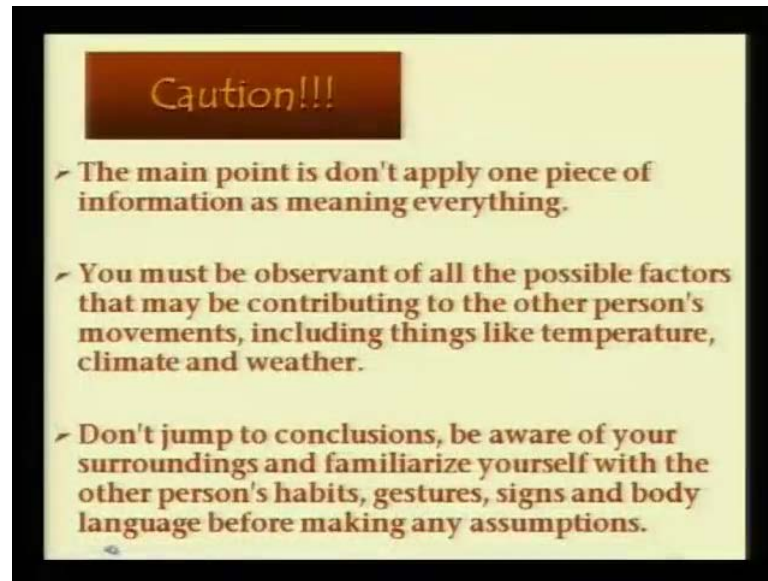
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So, it is multi-channelled, but there are other interesting things like one researcher believes negative nonverbal command attention before positive nonverbal messages. So as I said, before if somebody is angry the anger shows on the face much more quickly than the fact that somebody is happy or content or satisfied with something. So, negative emotions one can see, but then again negative emotions combine with so many other factors, why the person is angry? Why the person is especially short tempered persons, why the person is just angry? And it appears immediately illogical no reason and then you need to take cues from the nonverbal behaviour by looking at the cluster looking at the change looking at the context you should understand.

But again the next challenge, the most important challenge, which I will even spend a complete module on it. It is the fact that nonverbal interpretation is culture based what is good in one culture is bad in another culture. The whole gesture itself is modified controlled governed by cultural patterns, which is imbedded in the conscious and subconscious thinking. So, positive gestures in one culture, which is used accepted universally in that culture can be seen up seen negative. So, thumbs-up gesture in the US good indicating victory, but in certain other culture it has certain other connotations also. So, one has to be careful and then the cautioned, overall once you are aware of these aspects the main point is, do not apply one piece of information as meaning everything.

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Just looking at one aspect of nonverbal and making a sweeping statement that you should avoid then you must be observant of all the possible factors that may be contributing to the other person's movements. Including things like temperature climate and weather as I said that air conditioning in a room may make a girl leave the corner seat and go and sit next close to a boy who is sitting in the middle. The boy should not jump into the conclusion that the girl is interested in him.

So, two people talking just near a cooler and then let us say there is a drizzling there is a cooling plant and from there, there is a drizzling effect the water is coming and then sometimes falling on the eyes. So, what has happened these two girls have slightly the one who is just facing the water that is drizzling has slightly narrowed her eyes closed her eyes, the other person's eyes are wide open. Now, from a distance when you look at it you should not jump into the conclusion the person who has closed the eyes she is telling a lie, no she has closed because it is actually obstructing to look straight the water drops are coming and just falling on the eyes directly.

So, look at the temperature look at climate, weather, and look at the environment before you form a opinion based on nonverbal communication. Then overall do not jump into conclusions be aware of your own surroundings and familiarize yourself with the other persons habits. It takes years sometimes to exactly pin point something in terms of nonverbal communication, it is rather easy to identify change in people with whom you

are familiar with the behaviour in day to day communication. It is difficult rather in a stranger, then look at the gestures signs and body language for quite some time before making any assumptions.

But having said this all the time instead of just looking at only the verbal component, whenever you start analyzing the nonverbal you are always at a cutting edge, but the caution is just thrown to you to indicate that even when you use that, do not use in isolated sense and do not use only for that.

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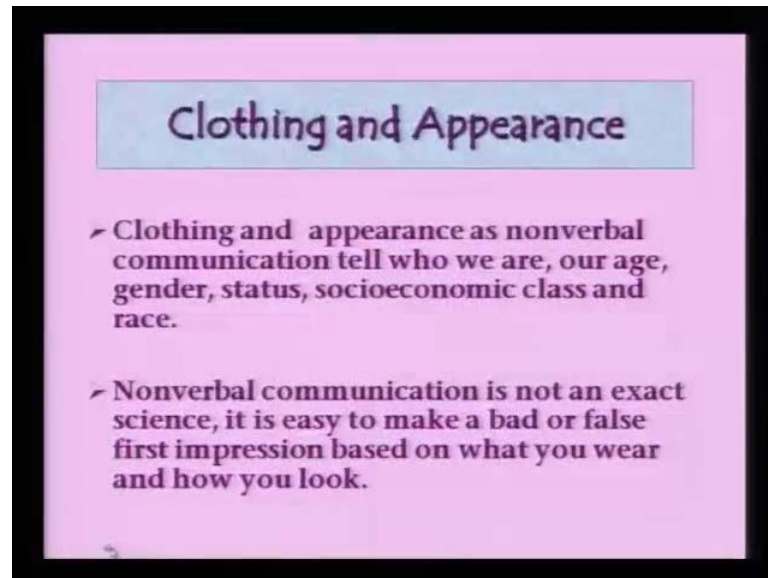


Now, look at this picture is it indicating aggression at first glance the pup appears to be showing aggression. You may think that it is aggressive, but then when you look very closely, you will see that the eyes are closed in aggression the eyes will be wide open and sometimes it becomes red, change in colour, ears are back in case of aggressiveness the ears will be straight or protruding as if it is going to attack.

Now, when you look at all these things you understand that pup is actually yawning it is feeling sleepy. So, it has opened its mouth widely, now from a distance it can look that it is aggressive. So, if you look at only this and then form a conclusion that it is going to bite me, actually it is going to sleep, it is feeling very tired; the same kind of judgment

you will also make in terms of human beings, just be careful. Apart from just looking at the facial expression and gestures take note of clothing and appearance here again do not just go by appearance.

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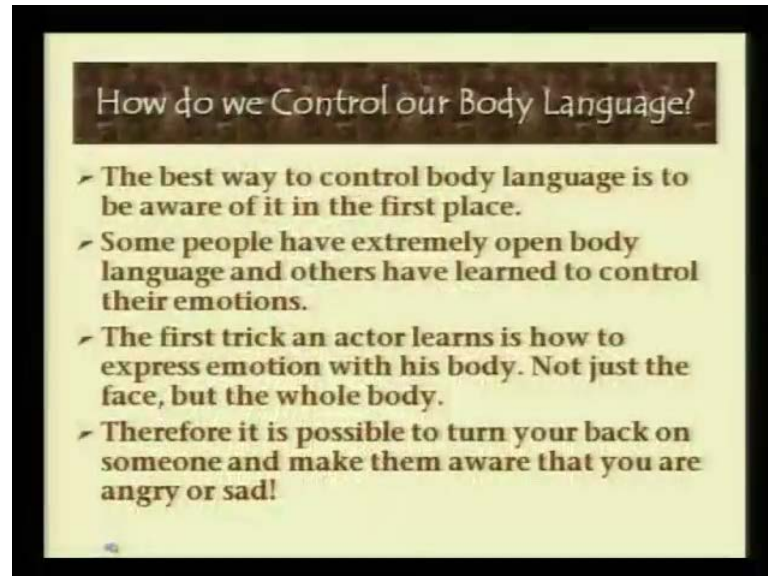


Because on the one hand clothing and appearance as nonverbal communication will tell you something about the person's identity age gender status and even the socioeconomic class and race this is on the one hand. But on the other hand do not just jump into conclusions just by the cloth and appearance. Because nonverbal communication is not an exact science there is no one to one correspondence 100 percent maintained. In all this kind of cues it is easy to make a bad or false first impression based on what you wear and how you look. A person who is not dressed neatly, a person who has not shaved his beard for a long time, unkempt hair may be looked at as a very kind of uneducated illiterate person unsophisticated person.

He is not even allowed to enter into the auditorium by the gate keeper, but then the from the stage he is being invited as the chief guest, he goes there and then audience applaud him the moment he starts speaking and you come to know that he is a very renowned scientist. He does not have time for taking care of his appearance that is all or he does not care about it because he is so at a very highly emanated status. He does not bother for all these things. So, do not jump into conclusion just by looking at the cloth and

appearance having said this to become a kind of expert in terms of nonverbal communication

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How do we control our body language? Is it really possible especially I was talking in one of the previous lectures about the involuntary dimension of body language, which I said is quite dangerous. The voluntary dimension I said is fine you're aware of it, but the involuntary one you are not actually aware of it. Now, how do we control it in the first instance the best way to control body language is to be aware of it. So, what do you do record your own pictures images you in animation record your friends keep analyzing look for the negative communication that is emanated using body language and try to create an awareness in your mind. So, the next time for instance if you have a gesture of always playing with your button or playing with your pen and once you note it, once you are aware of it. You can tell your mind when your hand goes to the button or to the pen you can tell do not touch, it take your hand away from that.

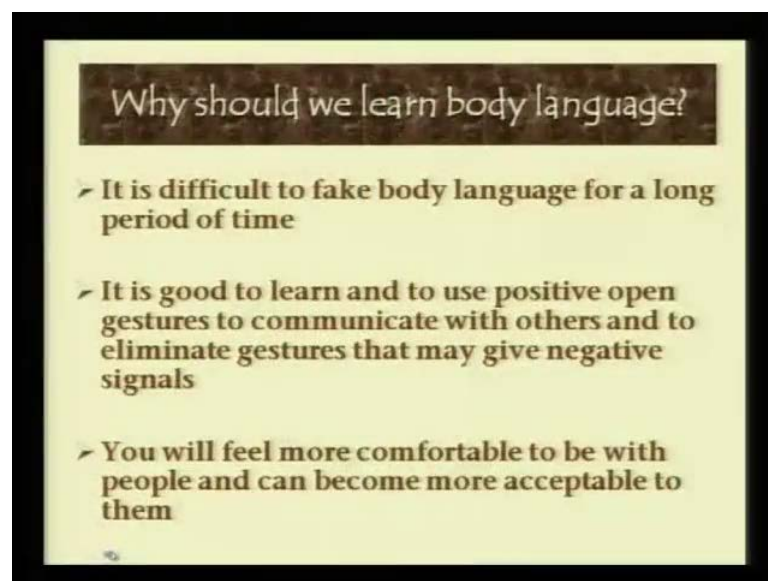
So, that awareness will help you control it then some people have extremely open body language they are very open they are. Maybe they are extraverts and they are generally trained that way and others have learnt to control their emotions. They they do not, so easily do that the first trick an actor learns is how to express emotion with his body not just the face, but with the whole body. Now, when you want to become a professional suppose you are interested in something, what this point is saying is just like an actor try

to emulate the gestures in an interview. If you want to be successful emulate success in terms of your enthusiasm show cheerfulness on the face mirror the gestures.

So, you know that to incline on the back is indicating that you are not that much interested, but slight inclination towards the forward the sprinters gesture in terms of standing position. So, these are all indicating that you are rather interested in the communication aspect of what is happening there, so that can indicate that you are controlled and polished in terms of your nonverbal communication.

So, sometimes you can avoid and it is also possible to turn your back on someone and make them aware that you are angry or sad. So, by just cutting off the nonverbal you can even just avoid it and then when you stop indicating, that you are not communicating nonverbally, non maintaining eye contact, not smiling, the other person knows that you are angry or you are sad. So, you can use it effectively you can use it to control and learn how to control it by repeatedly watching your own behaviour performance, which are taken on video take feedback from your friends. Now, coming to the other point before we conclude why should we learn body language, the final question. Now, one thing about body language is even when somebody is faking ones ideas using verbal communication it is difficult to fake body language for a long period of time.

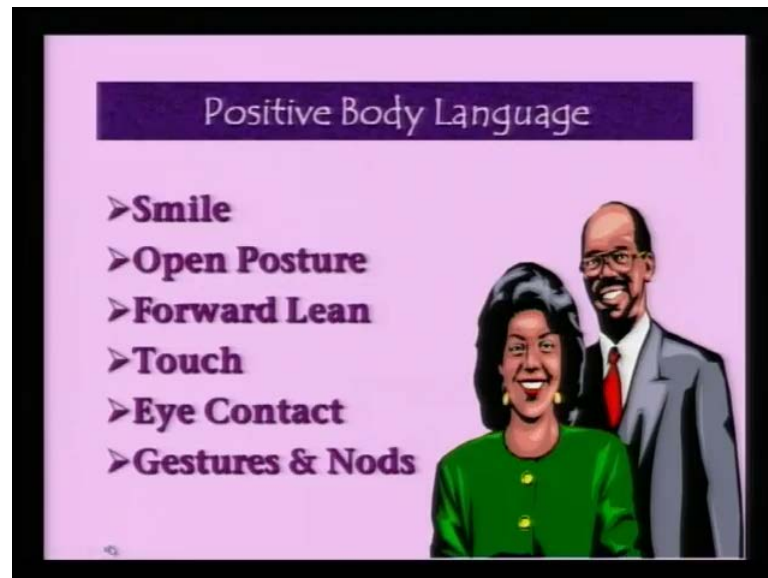
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It is not easy to pretend to somebody's something that one is not using body language, so you can catch cues very easily. That is why you should know it, then it is good to learn

and to use positive open gestures to communicate with others and to eliminate gestures that may give negative signals to become a professional. Know the positive ones eliminate the negative ones you will feel more comfortable to be with people and can become more acceptable to them, once you know good body language people will automatically accept you in the group where you want to be.

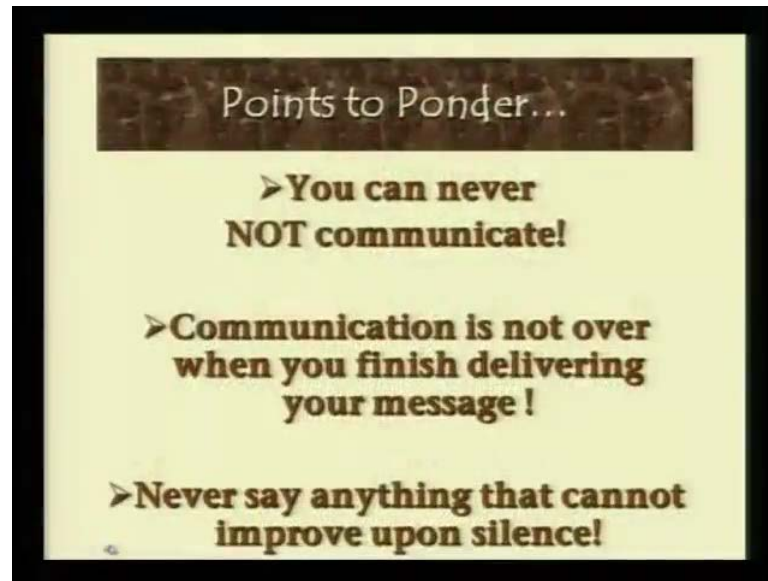
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So, these are some important reasons why you should know them and let us have a quick look at what is positive body language. And what should you develop as a good communicator smile open posture not the closed ones frigid ones forward lean touch I mean permissible. Touch where it could be appreciated and knowing when not to touch also eye contact knowing when to maintain the duration when not to maintain the duration gestures and nods.

So, generally these are basic ones, which will indicate that the one is having lot of positive body language cues and there are some points you can ponder over as a concluding thought one. As I said in the first lecture remember that you can never not communicate in the sense, if you think that you have stopped your verbal the nonverbal begins, so keep that in mind.

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Communication is not over when you finish delivering your message even when you pause, even when you stop the audience will still watch you nonverbally never say anything that cannot improve upon silence. So, use word only when they are absolutely necessary, use nonverbal much more powerfully than words.

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If you look at competent communicators the ones who are very competent, what they do is they are good at monitoring their nonverbal message and messages from others. So, they good they are very good in coding, decoding, encoding nonverbal from their side as

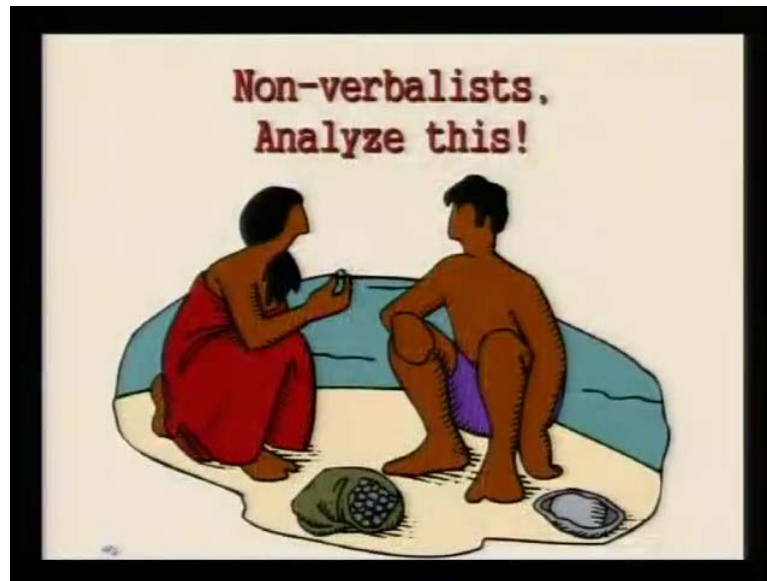
well as from the other side. And then competent communicators develop a wide range of nonverbal behaviours to use in different situations in formal they have one set of behaviour, in informal they have another set when they are in holiday they have different sets and so on.

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Then competent communicators pick up and follow up on the nonverbal cues from others. People do not often honestly tell us what they are thinking and feeling. So, they take cues from them and then they moderate their behaviour and use it in the communication process accordingly. Competent intercultural communicators are more tolerant and accepting of differences in nonverbal communication among cultures. That means when they look at us gesture, which is strange they do not immediately laugh they control or they know they know that it is not a laughing thing. They are more matured in developing relationships using nonverbal.

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Now, just as a concluding one assuming that you've become a non-verbalist if you quickly analyze this this picture, what do you find? Now, very quickly if I ask you the question who is interested in whom who is interested in what if you analyze for a minute. You just analyze and then my answer is she is more interested in the bartering that is happening. Probably he has something this is may be a primitive kind of thing he has some flour or something some food item to be exchanged may be with some stones some pebbles whatever it is.

Now, she is bargaining, but she is more interested if you look at the hair we said if it is on the front more interested. Then the lean is indicating again she is more interested look at his hand he is not bringing it to forward he is less interested. If we look at her feet it is more towards this person and there are overall if you look at this she is more interested in the trade than this guy is bit sceptical. He is quiet not very open and or maybe he is interested in a better bargain. But overall if you look at it you can easily understand this person is more interested than this one. So, this is how I want you to look for nonverbal cues and form judgement

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Now, some references there are, so many video materials available on the net, but then if you look at the basic ones Allan Pease's body language is a fundamental one it is available in various editions. Even the local Indian one, it is available in Delhi publication and then there is a recent book on complete nonverbal communication studies and applications by Nina Jo Moore and others it is published from New York Oxford University Press. Then there are this sites, which I leave it to you can just look at it and then check it.

And overall I hope that once you are able to follow these things you become a non-verbalist you become an expert in nonverbal communication. I suggest that you should use it in a very professional context to enhance your professional image and enhance your possibilities of getting success in all communication situation, whether you, whether it is personal relationship or it is professional relationship.

So, thank you and wish you all the very best for success in all kinds of communications situations using nonverbal behaviour.