

Developing Soft Skills and Personality
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Lecture - 35
Non-Verbal Communication: Pre-thinking Assessment-1

Hello, Hi, welcome everyone. Welcome back to this NPTEL MOOC course on developing soft skill and personality from IIT Kanpur, I am Ravichandran I am giving this course from the Department of Humanities and Social Sciences. We are on week 6, and this week I started discussing about communication skills, I started with a need for effective communication and then I went ahead to talk about the barriers to communication. Under barriers we particularly focused initially on the ones which come out of sender and receivers personality, we analyzed that deeply and also we tried to find out some poor coming strategies to confront this barriers and then I will talk to you about how you can deal with inter personal barriers, and then followed by that I looked at miscommunication especially in terms of the barriers that come in organizational set up.

Now, towards the conclusion of this week, I would like to focus on non verbal communication that is body language. Some of you have been actively waiting to listen to this lecture many already ask when this is going to come, but in this lecture and the next one instead of introducing the concept to you, I am just going to use a pre thinking assessment method and before I go to that. So, in this module that is fifth module and lecture number 35 and lecture number 36 I am just going to use to pre thinking assessment activity before, I will actually start the concepts of body language which will come in the following week - week 6 and as usual before I start the lecture for today.

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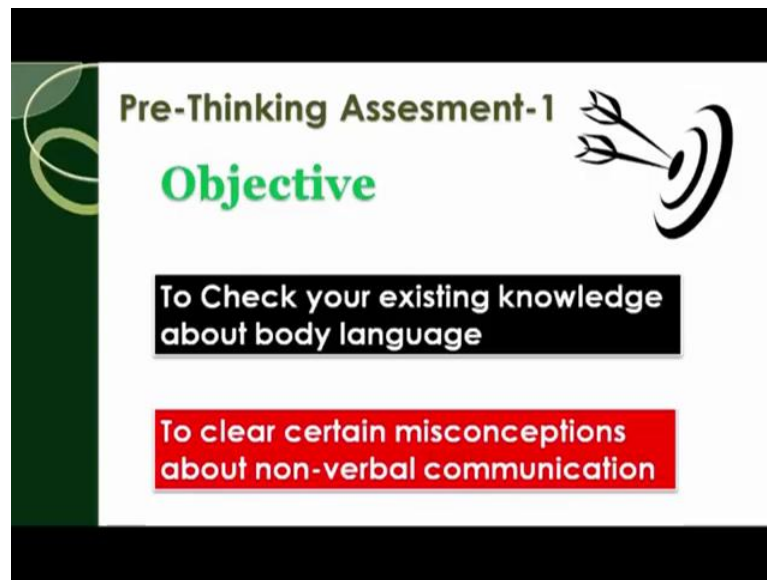
Highlights

Miscommunication
Misperception; instances of action-transaction failure.
Communication flowing through formal channels:
Downward, Horizontal and Upward.
Forms of Communication Flowing Through Formal Channels: **Written, Oral and Electronic**
Barriers to information flow in organisations:
Administrative hierarchy, long lines of communication, too many transfer stations, lack of trust, etc.
Looked at Illustrative Examples for
1. Message Distortion in Downward Communication
2. Miscommunication in Product Evolvement

Let us take a brief re capsulation of whatever I did it in the previous lecture, in the previous lecture particularly focused on miscommunication. Miscommunication is arising usually because of misperception these are instances of action transaction failure communication flowing through formal channels like downward, horizontal and upward. We discussed and then mostly in downward and upward there a possibility of miscommunication and within this channels the forms of communication, which are flowing thorough formal channels or in written mode, oral mode and electronic mode. Electronic mode we had spent more time before also and within this again we looked at some of the barriers to information flow in organizations such as, the ones which will arise out of administrative hierarchy long lines of communication to many transfer stations and even lack of trust that is between the management and the workers.

We looked at two interesting illustrative examples; for one message distortion in downward communication and two miscommunications in product evolvement.

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The slide features a dark green vertical bar on the left with a white circular graphic. The main content is on a white background. At the top, it says 'Pre-Thinking Assessment-1' in black, followed by 'Objective' in green. To the right is a target icon with three arrows hitting the bullseye. Below this, there are two boxes: a black one with white text and a red one with white text.

Pre-Thinking Assessment-1

Objective

To Check your existing knowledge about body language

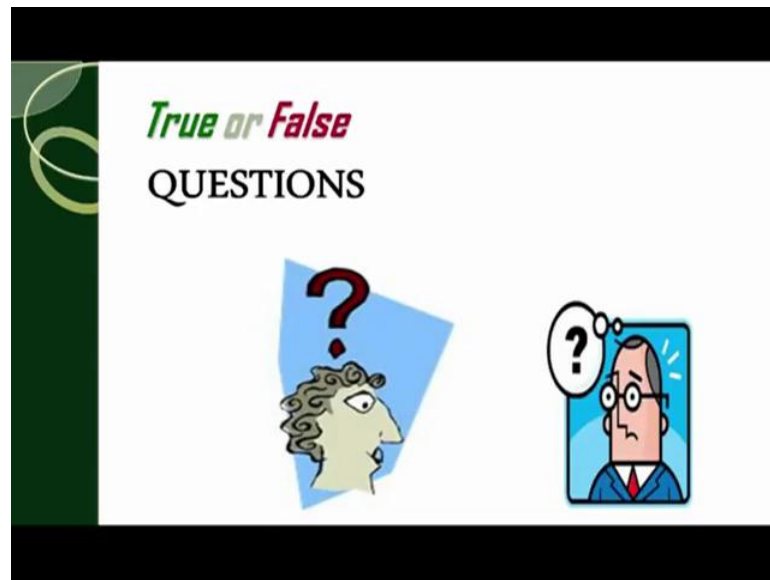
To clear certain misconceptions about non-verbal communication

Now, coming to today's lecture I am going to do a pre thinking assessment and if you are remember in the first lecture I was telling you need to re learn you need to redo you need to undo lot of misgivings, misperceptions, mislearnings. You might of about some of the concepts related to communication in general about soft skills and more about body language everybody thinks, that they know what is non verbal communication and they have been using it very effectively, but some of your errors in perceptions misconceptions can we corrected by asking you some questions, and then clarifying your misconceptions by answering those questions. Now the objective of this lecture is to check your existing knowledge about body language and to clear certain misconceptions about non verbal communication.

How am I going to do this I am going to use a simple quiz method, a true or false method like the ones which you are actually answering in the assignments, 5 questions generally are in true or false method? Now in this one I am going to ask you the question and then, there are some correlative pictures we can take a look at the picture also and before we start you may even pause for a minute and then go to your desk or someplace, where you of kept a note book or at least a piece of paper a pen or a pencil and then again sit before the video and then resume. Now as I give you the questions. So, we have about 15 questions you need to mark true or false you just right, one say true or false and let your answers be spontaneous, when I ask just think about it I am just going to repeat it ones again and then as I repeat it give the answers and then, we will go to the next one avoid

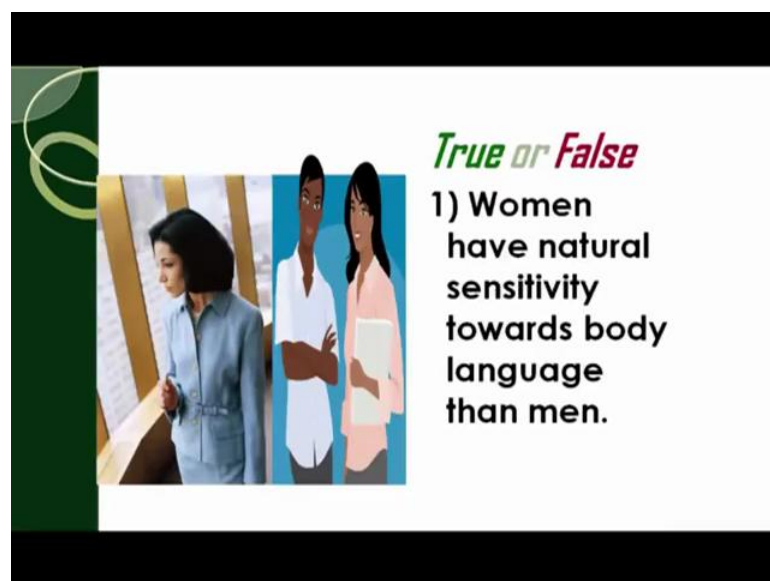
passing it and thinking for a long time go with a pace in which I am going to conduct the quiz. So, that will make me understand how spontaneously you are able to respond to your own notions, about body language and in general about non verbal communication are you ready shall we start.

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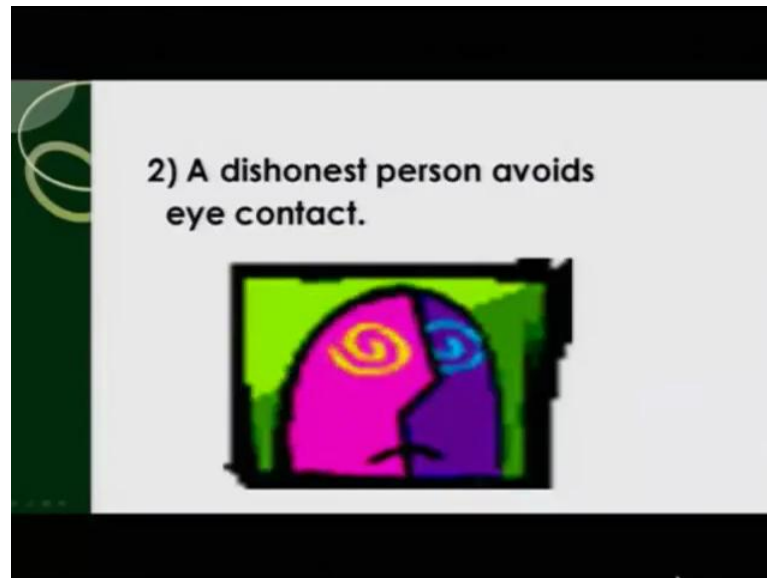
Let us start as I said it is going to be just true or false, questions I hope you taken a piece of paper or your note book and you are ready with pen or pencil.

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Look at the first question, you just have to say true or false women have natural sensitivity towards body language, than men think about it just say true or false I repeat and after I and I finish, I will go to the next one and you should have finished your answer women have natural sensitivity towards body language than men I hope you have written either true or false.


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Let me go to the next one question number two a dishonest person avoids eye contact. So, eye contact is looking eye to eye think about the answer write it after I repeat a dishonest person avoids eye contact, I hope you have written the correct answer.

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3) The more space a person occupies, the more power he enjoys.



I am going to the next one; the third question the more space a person occupies the more power he enjoys the more space a person occupies the more power he enjoys just say true or false.

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4) Sitting lower than the other person with whom you are interacting indicates dominance or authority.



Shall I go to the next one question number 4 sitting lower than the other person with whom you are interacting indicates dominance or authority the two people are there you are the one who is sitting lower than the other person with whom you are interacting and

if you sit lower the question is, is it indicating dominance or authority? You have to say true or false I hope you have answered this also I am going to the next one.

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5) One shows traits of aggressiveness while sitting with his legs on a desk with his hands clasped behind his head, especially before someone.

The slide features a green vertical bar on the left with a white circular graphic. The main content is on a white background. To the right of the text is a cartoon illustration of a man in a red suit sitting on a yellow desk with his legs on it, and his hands clasped behind his head. A woman in a red top and green pants is sitting in a chair in front of him, looking at him.

Fifth question, one shows trait's of aggressiveness, while sitting with his legs on a desk with his hands clasped behind the head especially before someone. Think about it as I repeat give the answer. One shows trait's of aggressiveness while sitting with his legs on a desk with his hands clasped behind his head especially before someone. Just say true or false I am going to the next one looks like a simple one.

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6) Crossing the hands, legs or the ankles is a defensive gesture.

The slide features a green vertical bar on the left with a white circular graphic. The main content is on a white background. Below the text is a photograph of two women sitting on a red sofa. One woman is crossing her legs at the ankles, and the other is crossing her hands in her lap.

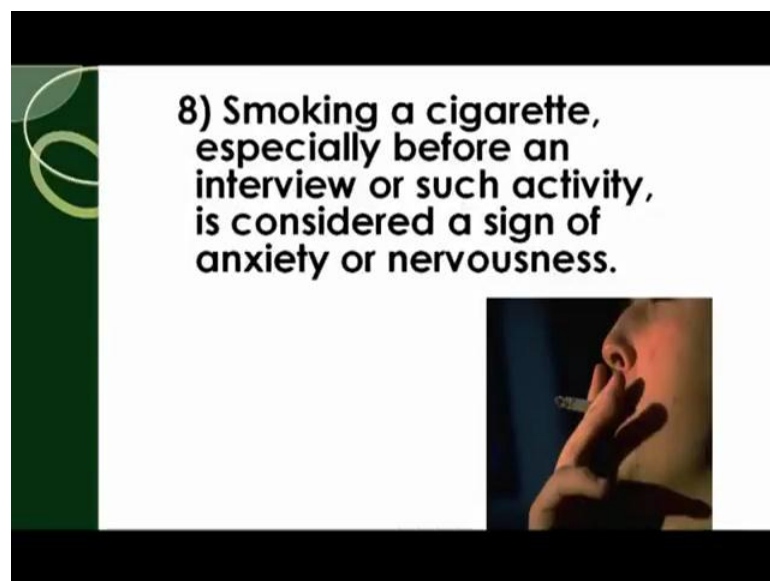
The sixth question crossing the hands, legs or the ankles is a defensive gesture I repeat crossing the hands legs or the ankles is a defensive gesture Shall I go to the next one OK.

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Question number seven steepling with a fingers especially like steepling with a fingers and hands show confidence-steepling with a fingers and hands show confidence say true or false.

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Let us go to the next one, eighth one smoking a cigarette especially before an interview or such activity is considered the sign of anxiety or nervousness listen carefully smoking

a cigarette especially before an interview or such activity. So, interview or any such tense activity you have to participate in group discussion you have to give a presentation you have been assessed by people. So, especially before such activity, if you smoke a cigarette is considered a sign of anxiety or nervousness just say true or false.

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9) Resting your head in the palm of your hand indicates interest in the subject.



I am going to the next one-ninth; one resting your head in the palm of your hand indicates interest in the subject resting your head in the palm of your hand indicates interest in the subject say true or false.

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10) Showing your thumbs up indicates a successfully completed job or victory.



I am going to the next one; showing your thumbs up indicates a successfully completed job or victory seems to be a very easy one showing your thumbs up indicates a successfully completed job or victory I hope you have done this correctly.

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Babies . . .

11) Babies are more sensitive to body language than adults.

The slide features three images: a baby sitting up, a woman holding a baby, and a family (mother, father, and baby) smiling.

Next one, babies question number 11, babies are more sensitive to body language than adults-babies are more sensitive to body language than adults just say true or false.

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Non-verbal communication

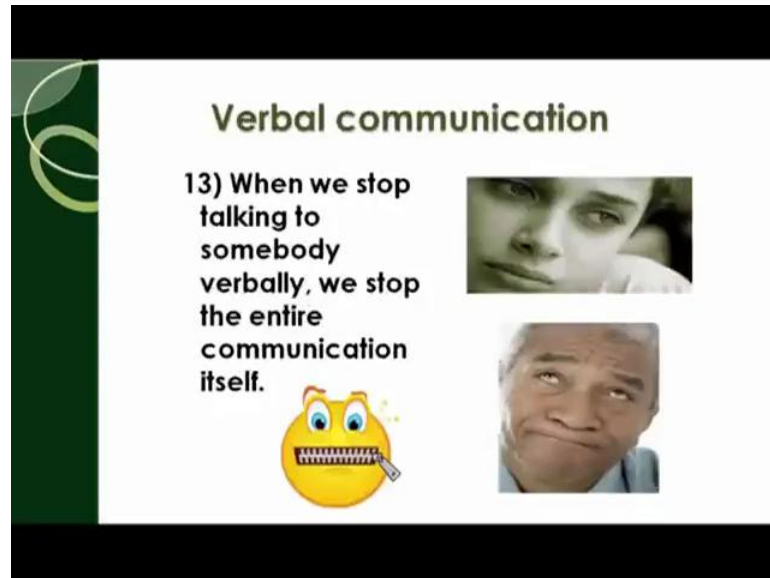
12) Non-verbal communication is less intense and impactful than verbal communication.

The slide features two images: a woman covering her face with her hand and a young child smiling.

And let us go to the next one this is a question number 12, specifically on non verbal communication.




Non verbal communication is less intense and impactful than verbal communication. Listen to the question carefully non verbal communication is less intense and impactful than verbal communication.

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Verbal communication

13) When we stop talking to somebody verbally, we stop the entire communication itself.




Shall I move on to the next one, question number 13, 13 when we stop talking to somebody verbally we stop the entire communication itself. So, this question focusing on an important aspect of verbal communication that is it is saying that when we stop talking to somebody verbally we stop the entire communication itself just say true or false.

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Involuntary Body Language

14) Involuntary body language reveals a person's inner thinking or feelings.



The slide features a green decorative background on the left with a circular pattern. The main content is on a white background. The title 'Involuntary Body Language' is in a bold, dark green font. Below it, the text '14) Involuntary body language reveals a person's inner thinking or feelings.' is in a black font. To the right of the text are four images: a hand covering the mouth, a person biting their nails, a hand resting on a desk, and a person with a distressed expression.

I move on to the next one this is about involuntary body language, that is some of your behavior that comes out without your knowledge, you are not able to control it some of your movements some of your expressions the body language itself. Involuntary body language reveals a person's inner thinking or feelings-I repeat question number fourteen involuntary body language reveals a person's inner thinking or feelings just say true or false.

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Time Perception

15) People maintain their appointments and meet deadlines according to their perceptions of time.



The slide features a green decorative background on the left with a circular pattern. The main content is on a white background. The title 'Time Perception' is in a bold, dark green font. Below it, the text '15) People maintain their appointments and meet deadlines according to their perceptions of time.' is in a black font. To the right of the text are two images: a person surrounded by various items and a clock, and three people sitting at a table with clocks on their heads.

Let us move on to the next one it is an interesting one about time perception the way we perceive times question number 15, people maintain their appointments and meet deadlines according to their perceptions of time. Question number 15 people maintain their appointments and meet deadlines according to their perceptions of time. I hope you have done it this is a last one, and now I will start giving you the answers and for each correct answer just give one mark. So, each wrong answer it is zero. Let us start assessing.

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Let us look at the answers, the first one women have natural sensitivity towards body language than men the answer is true women intrinsically basically essentially have natural sensitivity towards body language than men they can naturally sense that somebody is good, somebody is bad, they can immediately sense in an environment that it is dangerous it is risky than men.

So, they are more perceptive in terms of queues which are around as I mean they are able to quick information interpretation based on that. So, they have the natural sensitivity towards body language compared to men. Question number two a dishonest person avoids eye contact it is true all honest people try to look eye to eye. In fact, we have idioms like people when they do not like each other or when they are not honest with each other. So, we say that they do not see eye to eye. So, they avoid eye contact. So, it is usually considered that a dishonest person is the one who avoids eye contact.

So, keep one mark for the right ones if you have got it wrong just give zero look at the third one the more space a person occupies the more power he enjoys, the answer is true look at the highest person in the company, let us say CEO, he occupies the maximum space for his office and look at the lowest worker, who sits in a cubical and lower than that worker somebody like a watch man he sits outside and then only a stool that is the space that is given for him we can easily see that depending on the power space is given to the person.

Question number 4, some of you might have not got it correctly, but that is setting lower than the other person with whom you are interacting indicates dominant or authority it is false because usually the ones who are dominating or the ones who want to show power show authority they always try to sit higher than you they try to give you that over domineering posture and usually the person who is lower in position. So, bends sit's low. So, even he sit's down letting the other person sit above. So, that indicates the power dynamics between the higher officer and the lower one. The fifth one, shows trait's of aggressiveness while sitting with his legs on a desk with his hands clasped behind his head especially before someone it is really very highly aggressive as some bosses used to do before their secretaries before their employees just they want to show that they are the real bosses and then they sit in a very aggressive manner as I have shown it in the picture it is true.

So, I hope you are giving one mark for the right answers and zero for the wrong one question number 6 is also true crossing the hands legs or the ankles is a defensive gesture. So, all crossings are generally considered defensive compared to all open ones like open forms, even the feet which are open towards the person in the front. So, these are all open gestures as against defensive, one you defend yourself. When you are not sure about the other person, when you are insecure about the other person when you feel that the other person is trying to your privacy you become defensive it is like the animal instinct. Instinct of birds when, you go close to them they will try to protect themselves. So, they will use defensive gesture.

The seventh one is interesting again the answer is true steeping with the fingers like if you hold it like this, and then even towering position steeping with a fingers and hands show confidence yes people, who are not confident they will try to put their hands inside the pocket. They will put the hands behind them they will the hands will be very much

afraid. So, they will be pinching their hands. So, the hands will do. So, many things other than keeping it free or holding it together in a steeping position. So, that actually indicates confidence right 8 is also true smoking a cigarette or even for instance chewing some gum or even for that instance the compulsive need to think that you need a cup of tea, before you go for the interview. Now all these things and more, in case of smoking a cigarette is considered a sign of anxiety or nervousness.

So, this kind of compulsive addiction you think that only if, you have it will be able to overcome that nervousness or anxiety. So, you do that even people take some small pegs of drink on such situations just to control their nervousness. So, these are all considered a sign of anxiety or nervousness.

Question number 9, the answer is false the question is resting your head in the palm of your head indicates interest in the subject actually as you could see in the picture, that I have given they have completely lost interest they are completely distracted they are they are not sure of what they are doing. So, resting your hand in the palm indicates lack of interest. So, you feel bored rather it indicates boredom. So, the answer is false tenth one is the easiest one perhaps because in all culture or language. So, when we show thumbs up people understand it is a very job well done it indicates victory. So, even in today you have in for example, face book what is up you have the idea you have the icon thumbs up just to indicate that congrats you did a good job good you have done it now babies are very interesting. So, they are more sensitive to body language than adults it is true. So, if you look at babies.

So, they are more focused on the parents particularly the mother and they are more sensitive to body language they want the attention of the mother or all the time on them. So, if the mother talks to somebody if the mother watches t v the baby will try to even push her head face towards the baby. So, it will like to have the entire attention and they are more sensitive to body language they can sense the body language of the parents of friends of good people and then immediately somebody who is bad somebody who does not like the child picks it the baby will start crying immediately they can see the different in warmth. So, they are more sensitive than even adults.

Generally about non verbal communication the question says that is less intense and impactful than verbal communication the answer is, false it is the other way round either

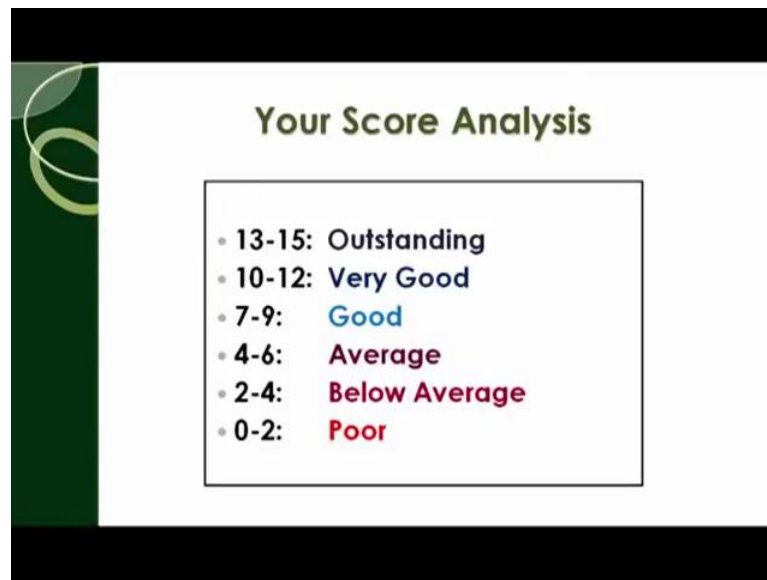
it is equally and impactful and in many cases it is more intense and more impactful than verbal communication. So, non verbal can be much more effective than verbal thirteen when we stop talking to somebody verbally we stop the entire communication itself. Now the answer is false because when we think that we have stopped talking to someone verbally we actually start communicating with the person non-verbally we use more of our body language. So, we stop taking, but then we just while going and if they are living in the same room we just kick the door we make lot of noise we play the music player with very high volume we do everything to create tension on either person using our non verbal communication although we stop talking to the person.

Now, in fourteen involuntary body language reveals a person's inner thinking or feelings the answer is absolutely true and this the trickiest part of body language which we will spend more in the coming lectures the voluntary body language such as saying Namaste, shaking hand they simply reveal the formal aspects of communication. But the involuntary body language things which you do without your knowledge, your eyes, dilating and contracting about which I will discuss later and your movement of hand.

Your movement of legs and all that and your facial expressions which comes without your knowledge, they actually reveal your inner thinking or feelings the last one is about time perception people maintain their appointments and meet deadlines according to their perceptions of time yes, absolutely true we are going to discuss about this monochromic and polychromic time perspective the one who has the monochromic time perceptive thinks that time is time is budgeted like the Europeans and Americans and the ones who believe that it is polychromic. They think that time is at your disposal and then things can be postponed endlessly they do not plan they allow things and come and interfere.

So, we will talk about that and then right now you understand that people have actually different perceptions of time depending on the culture and depending on the mindset that you have developed.

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Now, the conclusion your score analysis just check the give zero for wrong answers and add up to the total, if you have scored 15 to 13 you are already in an outstanding level in terms of your perceptions about human in terms of body language in terms of non verbal communication. If you are even ten to twelve you are very good seven to nine is good 4 to 6 is average now, you really need to improve your non verbal communication skills not that who are in outstanding level need not do that because there is. So, much to improve in terms of non verbal communication and body language they can enhance they can their skills for there, but the once score 4 to 6 and below, 4 to 5 or even 0 to 2, which is poor you desperately need to improve your skills in terms of non verbal communication because you might be behaving in a manner or you might be understanding the manner even which somebody behaves to you not correctly or you make misinterpretation of some body language you give wrong communication of your body language.

So, that is the one that is indicated when it is below six, but do not lose heart, I will have one more test to pre check your knowledge and then, I want to undo all your misgivings and then after that we will go to the theory part with some very interesting illustrations, but that will help you gain confidence and know something about body language and try to enhance your soft skills and personality in terms of that.

Thank you for watching this video, have a good day. Start looking at people from this body language prospective it will enhance your communication skills.

Thank you once again.