

**Employment Communication- A Lab Based Course**  
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**Lecture – 11**  
**Body Language – Introduction**

Hi friends. So, we are going to do a very important topic today and these are two lectures 11 and 12. Presently we will do lecture 11, An Introduction to Body Language.

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So, body language in short is called kinesics and kinesics comes from kinetic that is the energy due to movement. This is all about the language of the body when the parts of the body move. Then it communicates a message and body language is therefore, very important for the overall message you communicate. We have also to remind you once again that your verbal communication or the words you used in your message is carrying less weightage. You know the percentage, then body language. Body language is carrying almost 93 percent of the message value of the communicative act.

So, let us have the concepts we are going to cover in this lecture made clear to you. In the first part I will be covering oculistics or eye behavior. Then we will be doing facial expressions, posture and gesture. In fact, body language is basically these four.

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**Kinesics (contd.)**

CONCEPTS COVERED

1. Eye Communication
2. Facial Expressions
3. Posture and Movement
4. Gestures
5. Dress and Appearance
6. Voice and Delivery
7. Non-words

The slide features a yellow background with a dark blue sidebar on the left containing the text 'CONCEPTS COVERED'. At the bottom, there is a logo for 'swayam' (Free Online Education) and a small video inset of a woman in an orange shirt.

We will move further and in the second part of this lecture I will cover eye communication, facial expressions, posture and movement gestures; once again dress and appearance, voice and delivery and non-words or non-fluencies or non-sequiturs or non-linguistic utterances.

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**Kinesics**

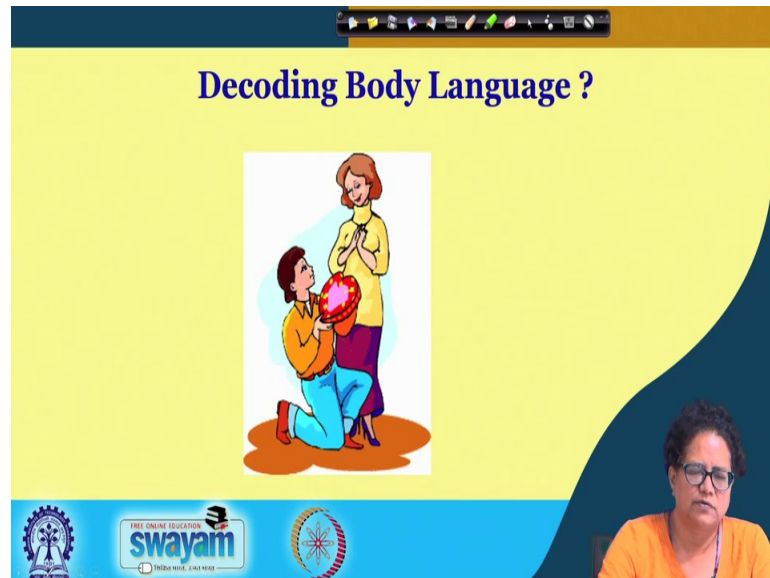
- The study of human body motion, popularly referred to as “Body Language”
- Any movement of the face or body that communicates a message
- Consists of :
  - (a) Oculistics / Eye Behavior
  - (b) Facial Expressions
  - (c) Posture
  - (d) Gesture

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Let us move to the definition of kinesics once again. It has been defined as the study of human body motion and popularly referred to as “Body Language” in general everyday speech. It includes any movement of the face or body that communicates a message. And

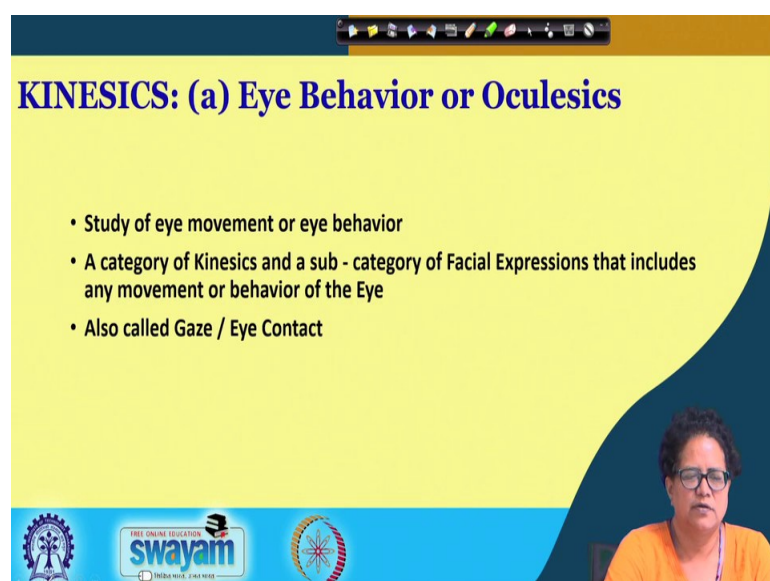
it consists of oculesics, eye behavior, number 2: facial expressions, number 3: posture and fourth gesture.

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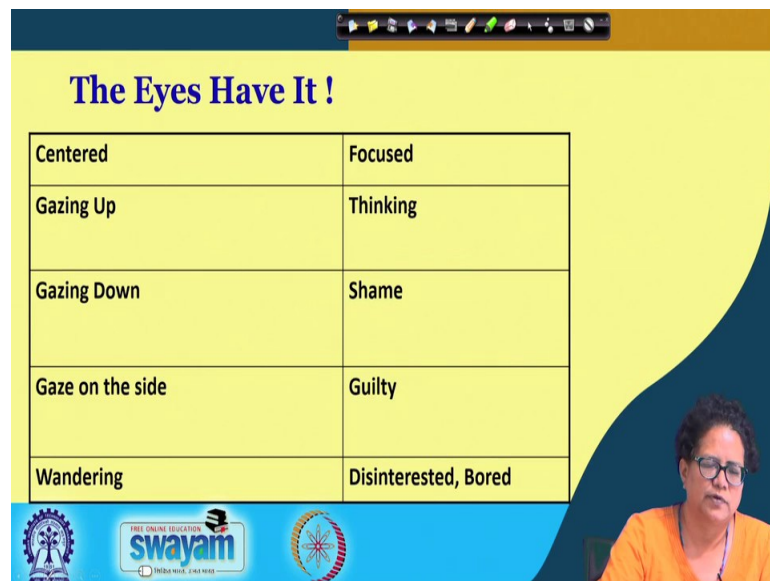
So, there is a need to study body language. When you see this picture, if you can decode the meaning of this picture it is obvious that it is a symbolic or a pictorial representation of the famous Valentine's Day of 14th February. The body language of the two communicators, communicatee here conveys as much.

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So, let us come to the first aspect and go into greater depth of eye behavior or also known as oculusics. Oculics has been defined as the study of eye movement or eye behavior. And, this is a category of kinesics and if you move to a greater level, it is a sub category of facial expressions because, the eyes are on the face and it includes any movement or behavior of the eye. In simple terms we can also call it gaze or eye contact. Please remember, this is different from staring, staring is prolonged gaze or prolonged eye contact.

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<b>The Eyes Have It !</b>	
Centered	Focused
Gazing Up	Thinking
Gazing Down	Shame
Gaze on the side	Guilty
Wandering	Disinterested, Bored

Let us look at this chart where, we have tried to summarize for you the way in which your eyes would look and what they would implied to the other. If your eyes are centered and I cannot show it obviously, but you can imagine it you can picture it. It shows that the person with centered eyes is focusing, if eyes are gazing up then it means, something like, this the person is thinking, maybe thinking deeply. Let us say deliberating upon something.

If the person is gazing down then it is a marker of shame and if the gazes on the side, something like this, but little bit down or like this little bit down; it shows a guilty conscience. And, if they eyes a wandering all over you know the way sometimes people are sitting in the class, they are sitting like this and they are looking here there everywhere. But, they are not looking at the teacher or the lecturer or what is going on it

shows a disinterested or a bored student. Do not worry, I also have been disinterested and bored. So, let us move further.

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And, these are some ways in which you can see the eye movement or the eye behavior in these five pictures. And you can try to guess for example, what this eye movement or gaze means, what this gaze or eye contact means.

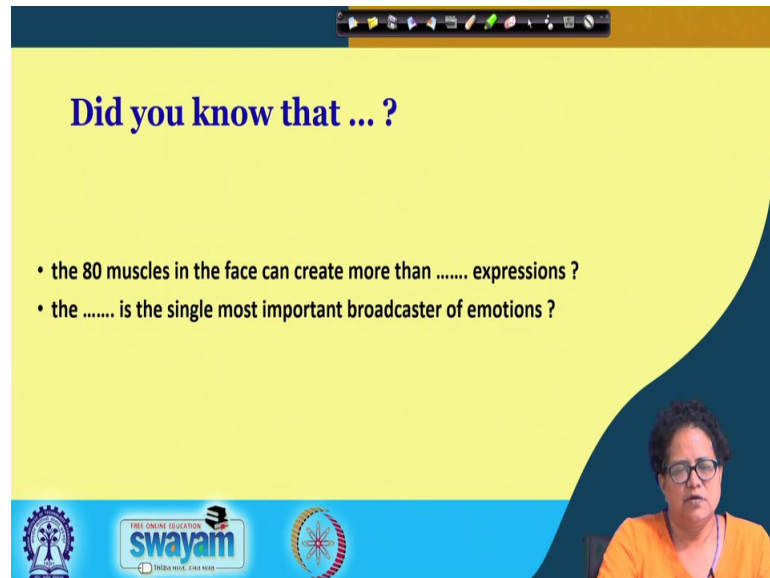
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When we come to the second part of kinesics that is facial expressions; facial expressions is the configuration of the face that can reflect, augment, contradict or be

unrelated to a speaker's vocal delivery. So, the expressions on your entire face at the time when you are speaking or saying something, they can be matching with what you are saying, that is reflect what you are saying. Number 2: augment they can increase, number 3: contradict or number 4: be totally out of context with what you are seeing at that point of time.

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**Did you know that ... ?**

- the 80 muscles in the face can create more than ..... expressions ?
- the ..... is the single most important broadcaster of emotions ?

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So, did you know that these are just some small questions for you that you have a 80 muscles on your face and this 80 muscles can create more than. Please fill in the blank how many expressions can be created by only 80 muscles on your face. And, let us fill in the second blank also and you can understand it, the face is the single most important broadcaster of emotions.

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**A. KINESICS: (b) Facial Expression**

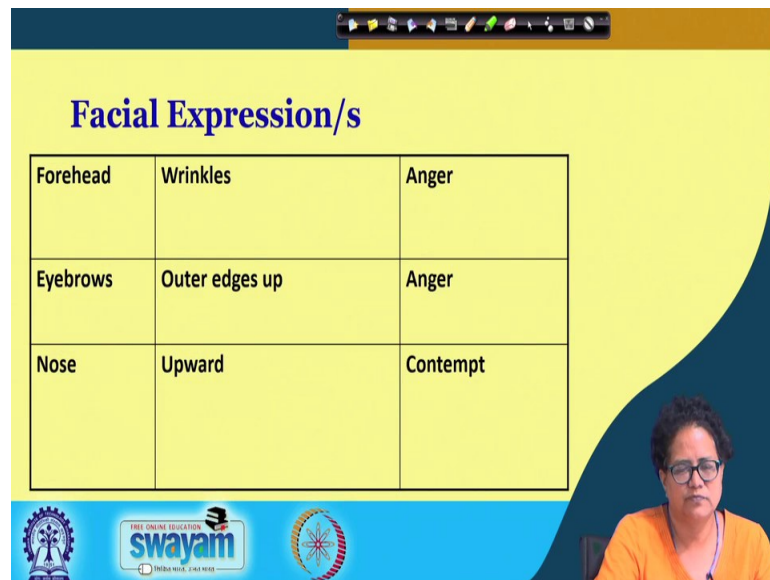
Facial Management Techniques: Control of facial muscles to conceal inappropriate or unacceptable responses

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To move further we have this definition here, this concept here. Facial management techniques and we need to learn it because; it is about the control of facial muscles to conceal inappropriate or unacceptable responses. In the lab class on body language or non-verbal communication, we had shown a small video clip from a famous movie a very popular movie Hollywood Liar Liar where, Jim Carrey is in the role of a character who is not able to utter lies.

For most of us you know lies will come quite naturally or with little effort, but for Jim Carrey it is a no-no; he cannot lie at all. And so, if you see in the kind of facial expressions he displays when he is almost being suppressed to tell a lie, this is something which we are talking about now.

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Forehead	Wrinkles	Anger
Eyebrows	Outer edges up	Anger
Nose	Upward	Contempt

The slide features a yellow background with a dark blue curved border on the right. At the bottom, there are logos for 'swayam' and 'INDIA WISE, LIFE LONG' along with a small video feed of a woman in an orange shirt.

So, let us study through this small chart you know three points. If you have a let us say if you have a wrinkles on your forehead, it shows that you are angry. And eyebrows outer edges if there up that also show immense anger, intense anger. And, if you have at this say nose up in the air it shows of course, condescension or contempt; as if you are looking down upon the other.

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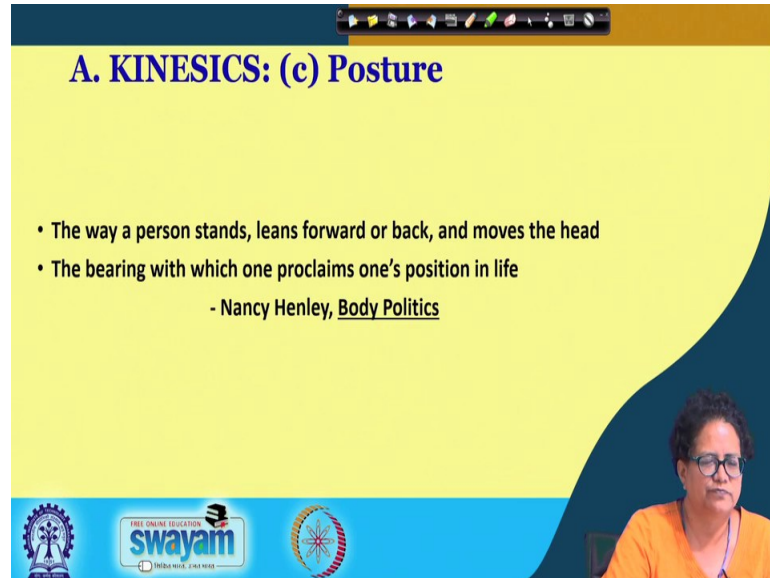


So, can you just read some of these facial expressions? These are there in cartoon form this is of course, I could tear my hair out of anger. This one seems to be slightly



depressed or down and this one is quite angry; almost bursting at the seams. Anger is just welling up to the brim and may overflow any point of time, like a volcano.

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**A. KINESICS: (c) Posture**

- The way a person stands, leans forward or back, and moves the head
- The bearing with which one proclaims one's position in life

- Nancy Henley, Body Politics

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THE BOLD WAY. THE NEW WAY.

Let us come to number c the third one is posture. Posture is the way you position yourself vis a vis the other with whom you are communicating. It is defined as the way a person stands forward or backward or erect, leans forward or back and also the way in which the head is moved. Nancy Henley in her book *Body Politics* has defined posture as the bearing, *aapki chal* as they say in Hindi. The way you walk, the bearing with which one proclaims one's position in life.

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**Two basic groups of Body Language postures**

<p><b><u>OPEN / CLOSED</u></b></p> <p>People with arms folded and legs crossed and bodies turned away are signaling that they are rejecting messages. People showing open hands, fully facing you and both feet planted on the ground are accepting them.</p>	<p><b><u>FORWARD / BACK</u></b></p> <p>When people are leaning forward and pointing towards you they are actively accepting or rejecting the message. When they are leaning back, looking up at the ceiling, doodling on a pad, cleaning their glasses they are either passively absorbing or ignoring it.</p>
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The slide features a yellow background with a dark blue curved border on the right. At the bottom, there is a blue banner with logos for 'swayam' and 'MHRD'.

If you come to, now, the two types of body language postures; there are basically two types of body language postures: one is open or closed; the other is forward or back. Now, the open-closed posture is the more important and the more the more offered one which you should choose, if you have to adopt this body posture. People with arms folded and legs crossed and bodies turned away are signaling that they are rejecting the message coming from the other. But people showing open hands, fully facing you and both feet planted firmly on the ground are accepting whatever message you are delivering.

Let us come to this side of these slide right hand side and if you notice people are leaning forward and pointing towards you maybe like this or like this, you know that they are actively accepting and rejecting the message. And, if you have to read the body language or the body language posture of those who are leaning back and looking up at the ceiling or you know maybe doodling with a pen or writing on a pad or you know they open their spectacles and they start cleaning them. So, the idea is not that they are rejecting you, but they are slowly passively absorbing or the other idea is that they may be ignoring your message.

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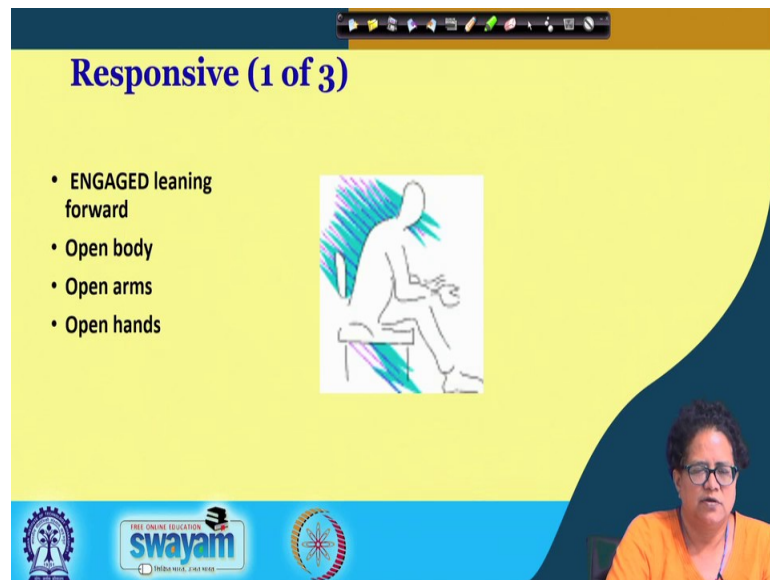
	OPEN	
responsive		reflective
FORWARD		BACK
combative		fugitive
	CLOSED	

Mind your Manners,  
John Mole

This small chart we have got for you from a very well known book called Mind your Manners by cultural expert John Mole. And, this shows in tabular form that if the body language is forward and open, the personality is responsive or is going to respond to the situation. Remember the fine line of distinction between response and reaction. If the person has a body language which is between open and back-open and back, the person is reflective or reflecting.

And, if it is back and closed back and closed it is significant of a person who is hiding, who is the fugitive and who does not want to come out into the open. The last one is forward and closed forward and closed, this is about those people who are aggressive. They are in a combative mode any point of time now they might enter into quarrel, it may be possible physical also.

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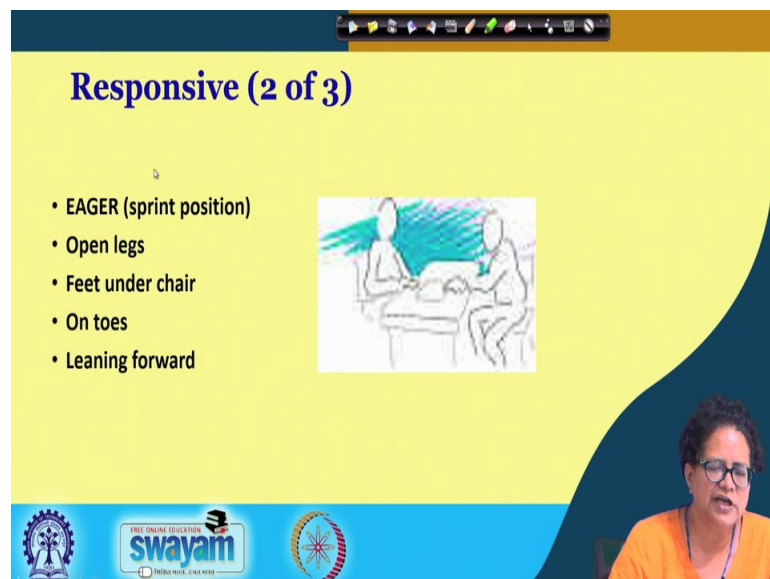
**Responsive (1 of 3)**

- ENGAGED leaning forward
- Open body
- Open arms
- Open hands

The slide features a yellow background with a dark blue curved border on the right. A white line drawing of a person sitting at a desk is shown leaning forward with arms and hands open. At the bottom, there are logos for 'swayam' and 'Maha Vidya, Jai Hind'.

So, let us see some pictures and what they tell about the persons who have a responsive body language posture. The person would be engaged with the person is leaning forward and participating in the discussion or conversation; arms body and hands would be open. They would not be closed or clasped.

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**Responsive (2 of 3)**

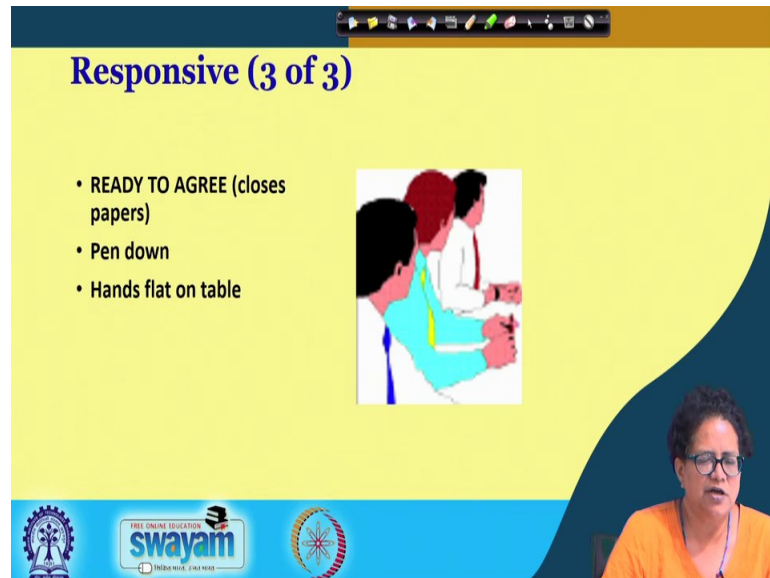
- EAGER (sprint position)
- Open legs
- Feet under chair
- On toes
- Leaning forward

The slide features a yellow background with a dark blue curved border on the right. A white line drawing of two people sitting at a table is shown in a 'sprint position', leaning forward with open legs. At the bottom, there are logos for 'swayam' and 'Maha Vidya, Jai Hind'.

The second picture here shows that they are eager, they are enthusiastic and if they are sitting you see this is the sprint position. As if the sprinter is about to begin the sprint 100

meter leg and the legs would be opened slightly apart, the feet would be under the chair on toes as I said the sprint position and leaning slightly forward.

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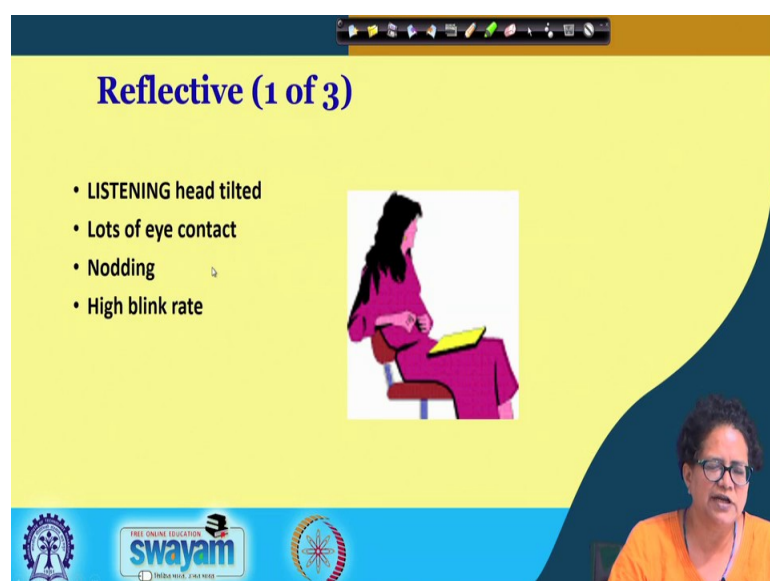
**Responsive (3 of 3)**

- **READY TO AGREE** (closes papers)
- **Pen down**
- **Hands flat on table**

The slide features a yellow background with a dark blue wave on the right side. At the bottom, there are logos for 'swayam' and 'THE INDIA WALK' along with a circular emblem. A small inset image shows three people sitting at a table, with one person in a blue shirt leaning forward and closing papers.

The third picture shows mental image which you can read is ready to agree because if there are some papers, if there are some papers lying here, and there then the person would close all those papers. May be put them in the file or the bag, put the pen down and hands would be flat on the table like this, flat on the table like this.

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**Reflective (1 of 3)**

- **LISTENING** head tilted
- **Lots of eye contact**
- **Nodding**
- **High blink rate**

The slide features a yellow background with a dark blue wave on the right side. At the bottom, there are logos for 'swayam' and 'THE INDIA WALK' along with a circular emblem. A small inset image shows a woman in a pink dress sitting in a chair, leaning forward with her head tilted and hands resting on her lap.

Let us come to the second example of a reflective person. I am not saying a reflective person throughout 24 into 7, but somebody who is reflective at that point of time when you are trying to access the body language of the other. A reflective person first of all with little bit listening and when we listen very intensely and interestedly we have a slight head tilt on either side. I am not sure whether it can be this side also, but yes on either side.

There is lots of eye contact, gaze or eye contact with the other who is speaking and there is nodding. This is non-verbal message which says that yes I am taking you, yes I am understanding you and the blink rate of the eyes would be high, high blink rate.

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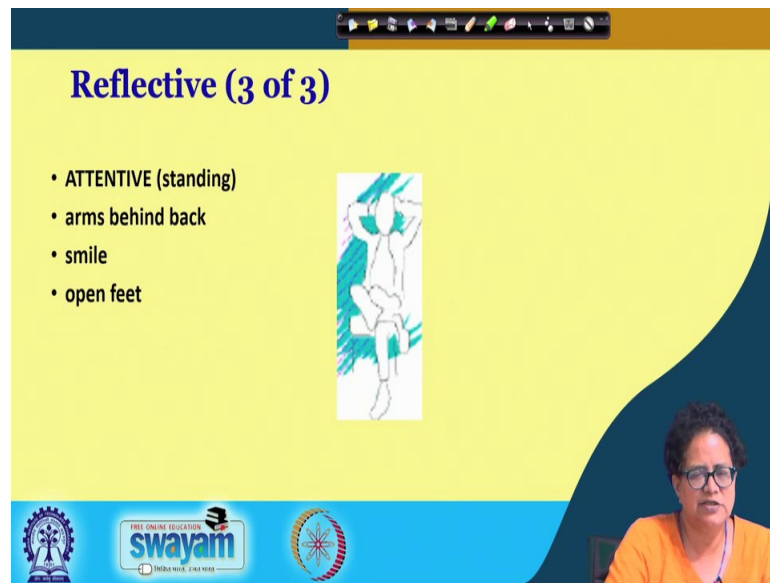
**Reflective (2 of 3)**

- EVALUATING sucking glasses/pencil
- Stroking chin
- Looking up and right
- Legs crossed in 4 pos.
- (ankle on knee)

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MINDA MATHS, LAKSHMI


Secondly person who is reflecting on what you are proposing or saying will be evaluating. Because, this would be shown through the person sucking the glass or the pencil, a stroking the chin maybe something like this or this and looking up and maybe right side. Legs would be crossed in 4 position; legs would be crossed in 4 position something like this, you can sit and seat and the ankle would be on knee at that point of time.

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**Reflective (3 of 3)**

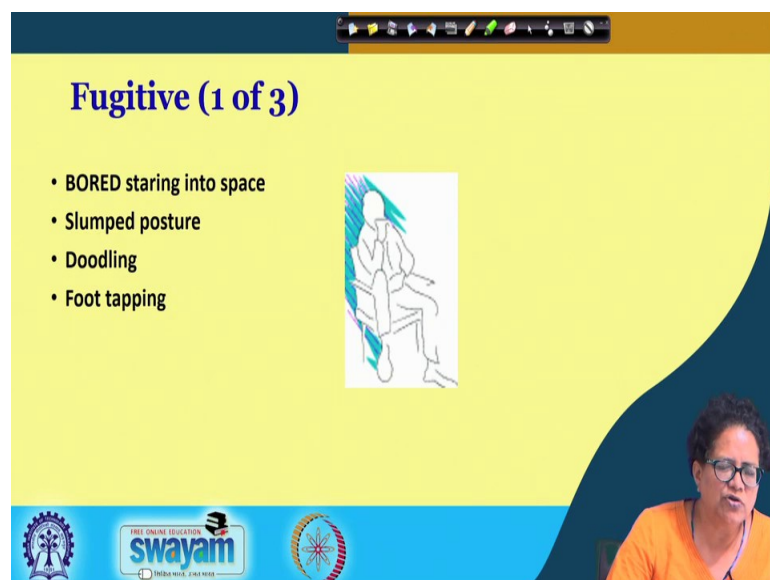
- ATTENTIVE (standing)
- arms behind back
- smile
- open feet



The slide features a yellow background with a dark blue curved shape on the right. At the bottom, there are logos for 'swayam' and other educational institutions. A small video inset in the bottom right corner shows a woman with glasses and an orange top.


Lastly the reflective posture is understood by the attentiveness of the other, the attentiveness, the participative nature of the other. If the person is standing then the arms would be behind the back as we do in as we do in *savdhaan* and they would be a slight smile on the face and the feet would be open. The feet would be open not closed; these are closed feet, these are open feet some gap between them.

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**Fugitive (1 of 3)**

- BORED staring into space
- Slumped posture
- Doodling
- Foot tapping



The slide features a yellow background with a dark blue curved shape on the right. At the bottom, there are logos for 'swayam' and other educational institutions. A small video inset in the bottom right corner shows the same woman as in the previous slide.

Moving onto the fugitive readings into non-verbal communication or especially we are talking now about body language. A fugitive person will show that his bored by staring

into space unlimitedly, there would be a slight slumped to the posture slight slumped to the posture. Of course, as I said doodling maybe you see some students in class also the way in which the balance this, that they are more involved in this done in the class as such. And foot tapping, this is a general behavior which is noticed foot tapping to indicate that they are bored with whatever is being shared.

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**Fugitive (2 of 3)**

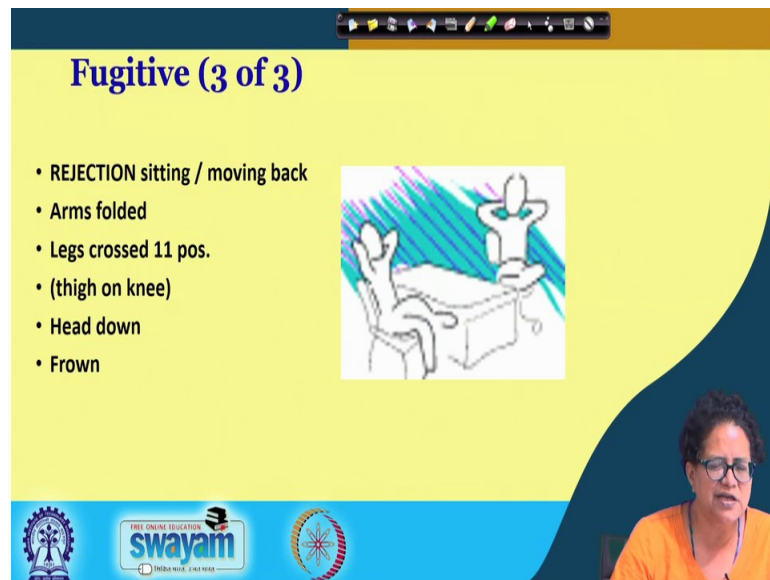
- LET ME GO feet towards door
- Looking around
- Buttoning jacket

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UPEA

Secondly, they would have an attitude of let me go, it is over let me leave this situation. So, the feet would be pointed towards the door and they would be like looking around that what are the others doing or when will the door open or when will the bell ring. Or, maybe perhaps they would look at that time also that when will the time be over and we shall be relieved of this class or lecture or activity. And they would start preparing; they were start buttoning up their jackets because they adjust on the verge of leaving.



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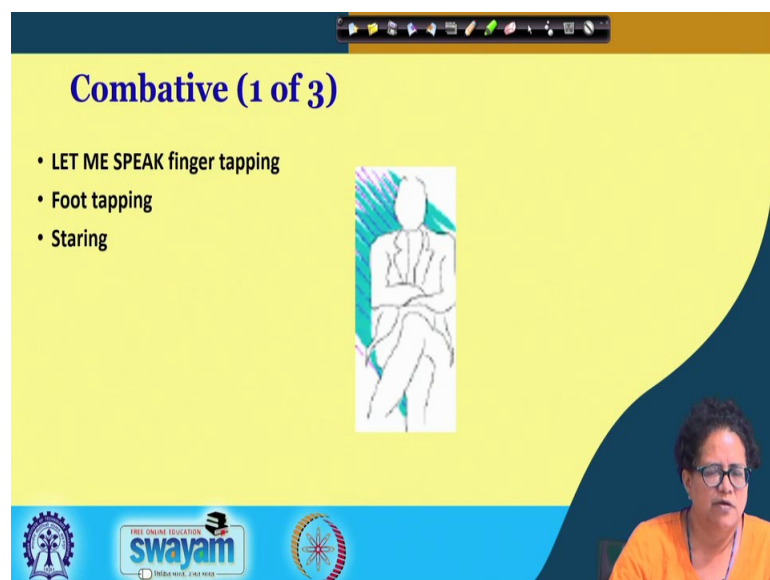
**Fugitive (3 of 3)**

- REJECTION sitting / moving back
- Arms folded
- Legs crossed 11 pos.
- (thigh on knee)
- Head down
- Frown

The slide features a yellow background with a blue header and footer. The header contains the title 'Fugitive (3 of 3)'. The main content area lists six signs of rejection: 'REJECTION sitting / moving back', 'Arms folded', 'Legs crossed 11 pos.', '(thigh on knee)', 'Head down', and 'Frown'. To the right of the list is a line drawing of a person sitting at a desk with their arms folded and legs crossed. The footer contains the Swamyam logo and the text 'FREE ONLINE EDUCATION swamyam MEDIA WISE. LIVE WISE.' A small video inset of a woman in an orange shirt is visible in the bottom right corner.

And lastly the fugitive personality will have in his or her mind a frame of mind would be that of rejection. So, sitting or moving back, arms folded this is a common non-verbal body language signifier of rejection. Legs would be crossed in 11 position that is right at the end legs would be crossed in 1 position. Thigh would be on knee, head would be slightly down and maybe a frown, slight frown.

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**Combative (1 of 3)**

- LET ME SPEAK finger tapping
- Foot tapping
- Staring

The slide features a yellow background with a blue header and footer. The header contains the title 'Combative (1 of 3)'. The main content area lists three signs of a combative situation: 'LET ME SPEAK finger tapping', 'Foot tapping', and 'Staring'. To the right of the list is a line drawing of a person sitting with their arms crossed and legs crossed. The footer contains the Swamyam logo and the text 'FREE ONLINE EDUCATION swamyam MEDIA WISE. LIVE WISE.' A small video inset of a woman in an orange shirt is visible in the bottom right corner.

Moving on to the last body language posture that is of a combative situation or a combative person in combative situation; so a person would be combative this can be

read, the person is combative, this can be read if you see that he or she indulges in finger tapping. You know on the table if this is the table, let us say finger tapping which signifies let me speak *meri bari kab ayegi*, when will I speak, when will I get my chance. Foot tapping once again and staring; this idea of staring directly gaze or eye contact with the speaker is as if to slightly unnerve him or her. So, that then I can start speaking because he will stop speaking getting unnerved by my stare.

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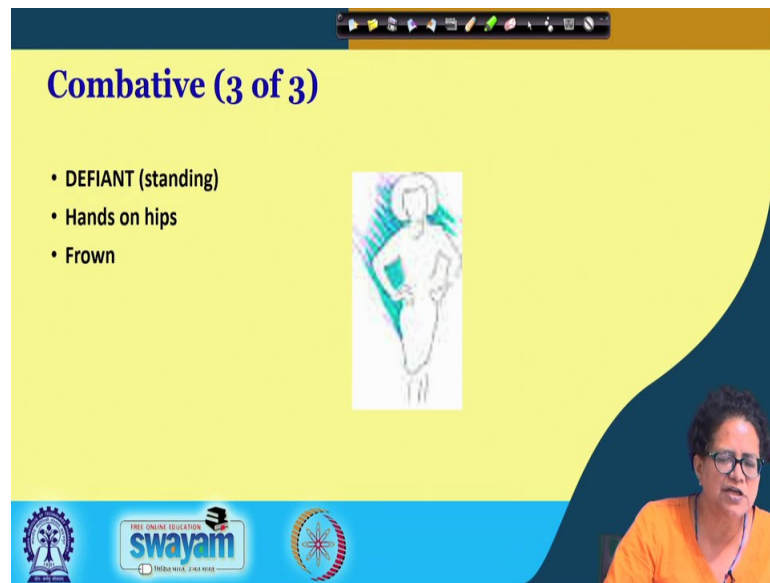
**Combative (2 of 3)**

- AGGRESSIVE leaning forwards
- Finger pointing
- Fists clenched

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Secondly combative persons are generally aggressive and they would be as shown in the picture leanings slightly like this. They would indulge many times in this action of finger pointing and the fist would generally be clenched to show that they are controlling their anger within them.

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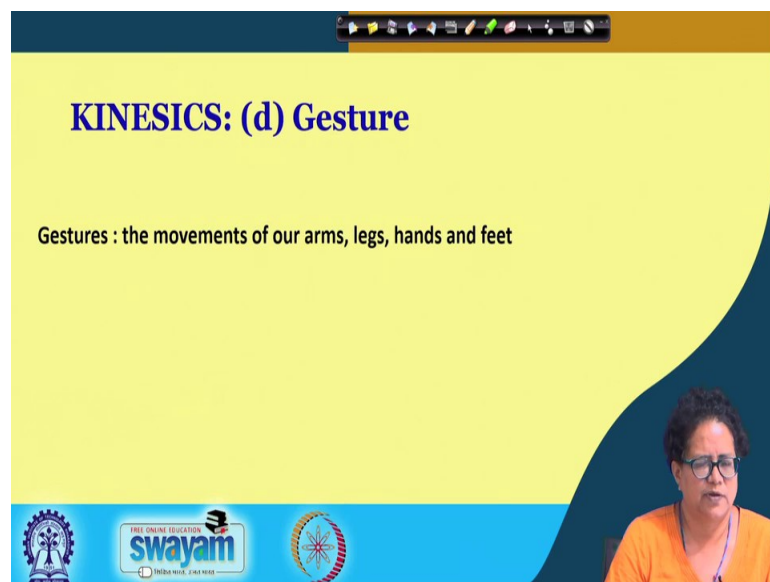
**Combative (3 of 3)**

- DEFIANT (standing)
- Hands on hips
- Frown

The slide features a drawing of a person in a combative stance, standing with hands on hips and a frown. The slide is part of a presentation on Swayam, as indicated by the logos at the bottom.

And, lastly if the person is standing and you would like you would you know guess that the person is in a combative mode that you can do because, in a standing posture the hands will be on the hips and there will again be a frown on the face.

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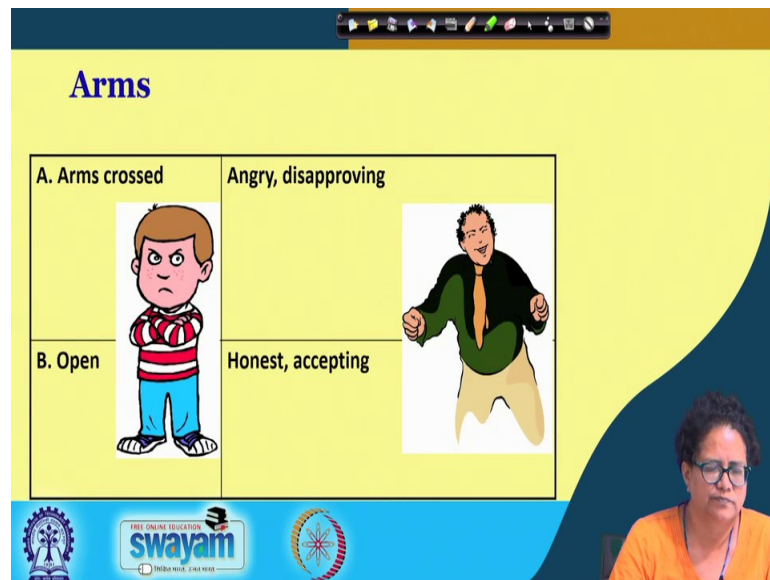
**KINESICS: (d) Gesture**

Gestures : the movements of our arms, legs, hands and feet

The slide is part of a presentation on Swayam, as indicated by the logos at the bottom.

Last we come to number 4 which is gesture and gestures are gesticulations. Gesticulations are the movements of our arms, legs, hands and feet during the communication process.

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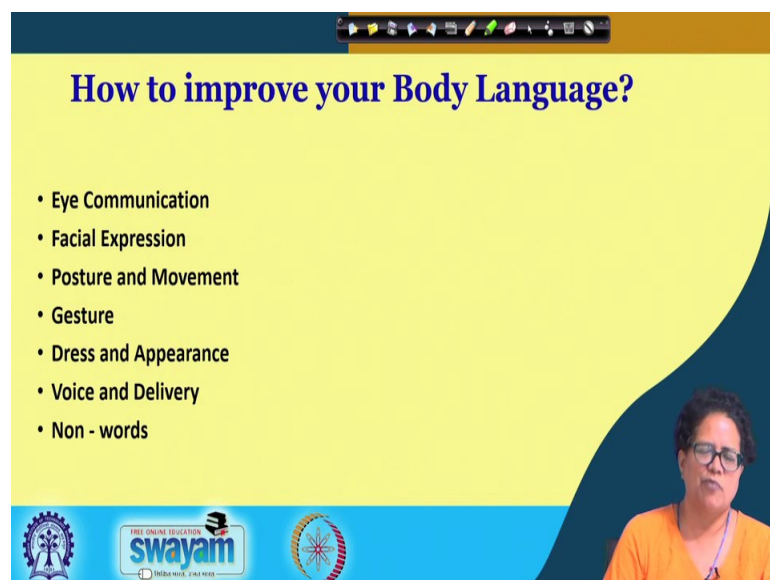
**Arms**

A. Arms crossed	Angry, disapproving
B. Open	Honest, accepting

The slide features two illustrations: a boy with his arms crossed and a stern expression, and a man with his arms open and a friendly expression. The slide also includes the Swamyam logo and a small video feed of a woman in the bottom right corner.

So, first let us look at arms. Now this arms crossed, arms crossed and the kind of eyes you see on the small boys face. The boy is very angry and disapproving whatever is happening. On the other hand you see the man's picture on the right hand side and his body languages open because his hands are open like this. So, he is honest and his accepting whatever is in process.

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**How to improve your Body Language?**

- Eye Communication
- Facial Expression
- Posture and Movement
- Gesture
- Dress and Appearance
- Voice and Delivery
- Non - words

The slide includes the Swamyam logo and a small video feed of a woman in the bottom right corner.

So, how do you improve your body language? If we have to answer this question, first of all we need to work upon eye communication and gaze not stare. Facial expressions need

to be managed, posture and movement need to be controlled. Gesticulations, gestures need to be the minimum possible. Dress and appearance need to be good formal, for formal situations I think they should be at the almost impeccable. You have to work upon your voice and delivery and take care that you do not utter too many non-words.

Because, you see when we utter non-words, it only shows that we do not have control over the language. When we do not have control over the language of communication it is at debt point that we utter such non-words or non-fluencies *aa, uu, ki* and so on and so forth.

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The slide features a yellow background with a dark blue curved border on the right side. At the top, there is a navigation bar with various icons. The title '1. Eye Communication' is written in bold blue text. Below the title, there are three bullet points in black text. In the bottom right corner, there is a small video inset showing a woman with glasses and an orange top. At the bottom of the slide, there are logos for 'THE ONLINE EDUCATION swayam' and 'INDIA WISE, LEAD WISE'.

### 1. Eye Communication

- Do you look at others when speaking or listening to others?
- Where do you look when you are speaking or listening to others?
- How long do you make eye contact when you look at others?

So, coming first to eye communication; these are some points which you need to keep in mind if you are working on improving your eye communication. The first is are you looking at others when they are speaking or when also when they are listening to others. Or, are you looking anywhere else other than at those who are conversing with you in your group let us say.

The second is when do you look? When you are speaking or listening to others think consciously about it. And, the third is how long do you make the eye contact when you look at others? As I said a prolonged eye contact is a stare, it is no longer a gaze and it is considered unmannerly without a ticket, it is not considered good.

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**2. Facial Expressions – The Smile!**

- What is the impression you wish to convey?
- Do you smile at others?
- Always smiling, never smile, sometimes

The slide features three illustrations: a grey hippopotamus on the left, a grey hippopotamus in the water in the center, and a brown kangaroo on the right. The kangaroo is depicted with a wide, open-mouthed smile. At the bottom of the slide, there are logos for 'swayam' and 'Free Online Education'.

We come next to facial expressions and you see in your entire data frame of the face the most important is the smile. And, here we have three pictures of somebody never smiling, somebody sometimes smiling and somebody always smiling this kangaroo here, so, the choice is yours.

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**3. Posture and Movement**

- Upper body
- Stand tall
- Watch your lower body
- Do you lean on left or right leg?
- Use the Ready Position
- Move
- Your own style

The slide features a list of seven points related to posture and movement. At the bottom of the slide, there are logos for 'swayam' and 'Free Online Education'.

Thirdly we come to posture movement. Let us take care of our upper bodies that is above the bust and if we have to stand, we should always stand tall, we should stand like this. We should also at the same time not forget to take care of the lower body that is below

the torso. Think about when you are deep in a conversation, do you have a tendency to lean on your right leg or on your left leg.

And, always be physically agile, always be physically in a ready position that is what we advise. In a communication scenario there is necessity to move. Remember that, it a kinesics is about movement and lastly despite all these advises which we are offering you, the point is that everybody has his or her own unique personal style. As somebody said you know style is the man.

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The slide is titled "4. Gestures" in a blue font. It features a list of six bullet points on a yellow background. At the bottom of the slide, there is a blue banner with logos for "swayam" and "THE QUALITY EDUCATION MOVEMENT". A video inset in the bottom right corner shows a woman with glasses and an orange top.

- Find out your habits
- Do you gesture a lot or not at all?
- Where do your hands go when you are nervous?
- Find your nervous gestures
- How much gesture is appropriate?
- You can't over-exaggerate

Fourthly we come to gestures and gestures or gesticulations again, I repeat what you do with your hands when you talk or speak. Find out what are your typical habits, think about whether your gesturing too much or not at all. Are you at the two extremes or somewhere in between and when you are nervous just study, be conscious. What are your hands doing, where are they going and there is a need to study this because you need to control and external display of nervousness. You may be nervous, but put it inside do not let the others know. So, study what your hands do when you go nervous.

Consider the question, how much gesture is appropriate to which situation? It may not always be formal, also informally consider it. And, the other point is that despite all we have said body language is so natural, it is so inherent, it is so genetically proclaimed that it is difficult to exaggerate too much to try to defer too much.

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**5. Dress and Appearance**

- Be appropriate
- Dress at the conscious level
- It's bigger than you think

The slide features a yellow background with a dark blue wave-like shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' and 'INDIA WISE, LEAD WISE'. A small video inset of a woman in an orange shirt is visible in the bottom right corner.

Let us come to dress and appearance. The advice here is to be appropriately dressed for the situation, dress consciously and remember that your dress or your attire is more important than what you may think.

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**Impression Management:  
It's how you Dress and Appear!**

- Hair combed and in an appropriate style
- Face clean (Girls should wear minimal make-up)
- Scent free, that is no perfume or after shave lotion
- Deodorant
- Teeth brushed and flossed
- Neck - free of jewelry
- Neck - if you have an open shirt, only top button is open
- Neck tie - appropriate for business setting
- Collar - is it buttoned?

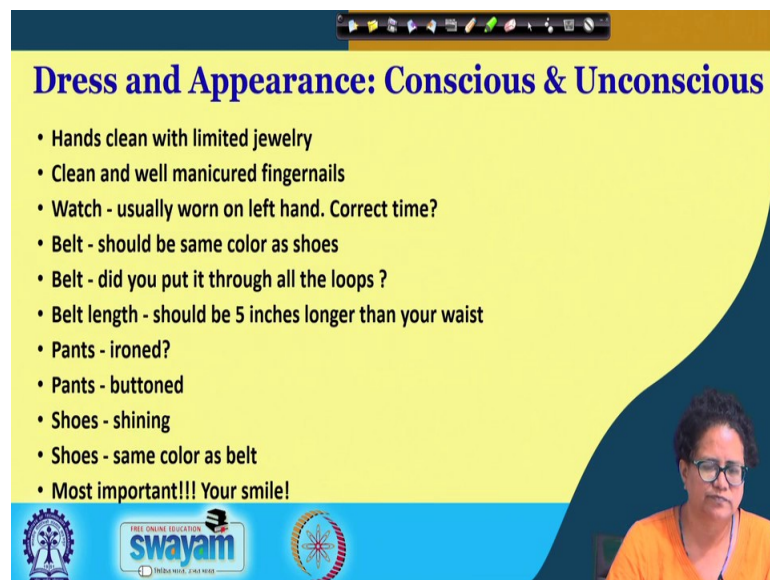
The slide features a yellow background with a dark blue wave-like shape on the right side. At the bottom, there is a blue banner with logos for 'swayam' and 'INDIA WISE, LEAD WISE'. A small video inset of a woman in an orange shirt is visible in the bottom right corner.

Impression management: it is about how you dress and appeared to the general public to the others. Most of all the hair should be combed and in an appropriate style, your face should be clean. Girls are advised to wear minimal make up for formal situations. They should be you know scent; you know perfume and after shave lotion, deodorant etc. Your



teeth should be brushed and flossed, you must not have lot of jewelry on your neck. And for boys if you have an open shirt only the top button is open, no need to expose your chest and it is advisable to wear a necktie for the business setting and look at the collar, is it button properly or not.

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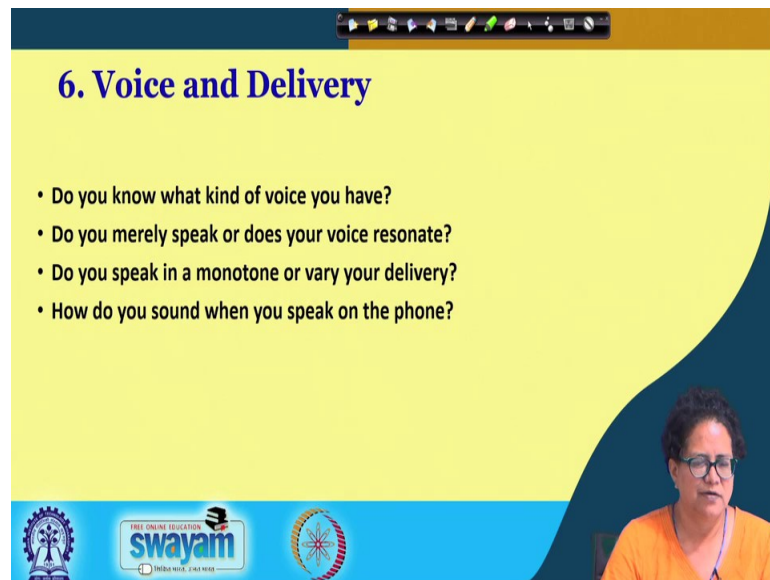
**Dress and Appearance: Conscious & Unconscious**

- Hands clean with limited jewelry
- Clean and well manicured fingernails
- Watch - usually worn on left hand. Correct time?
- Belt - should be same color as shoes
- Belt - did you put it through all the loops ?
- Belt length - should be 5 inches longer than your waist
- Pants - ironed?
- Pants - buttoned
- Shoes - shining
- Shoes - same color as belt
- Most important!!! Your smile!

We move further, the hands should be cleaned with limited jewelry. So, here I am wearing two rings, but actually they should be limited jewelry on the hands, clean and well manicured your nails might be cut properly. Watch generally worn on the left hand, though I wear it on the right hand and it should be wearing the correct time remember that both the hand should be wearing the correct time.

Belt if for the boys and the gent's belt should be the same color as the shoes and remember that whether you have put it through all the loops of the belt, the length should be more than the size of your waist. Your pants or your lower dress should be ironed, buttoned, shining, your shoes should be shining should be again I repeat the same color as the belt and most important do not forget to wear your smile.

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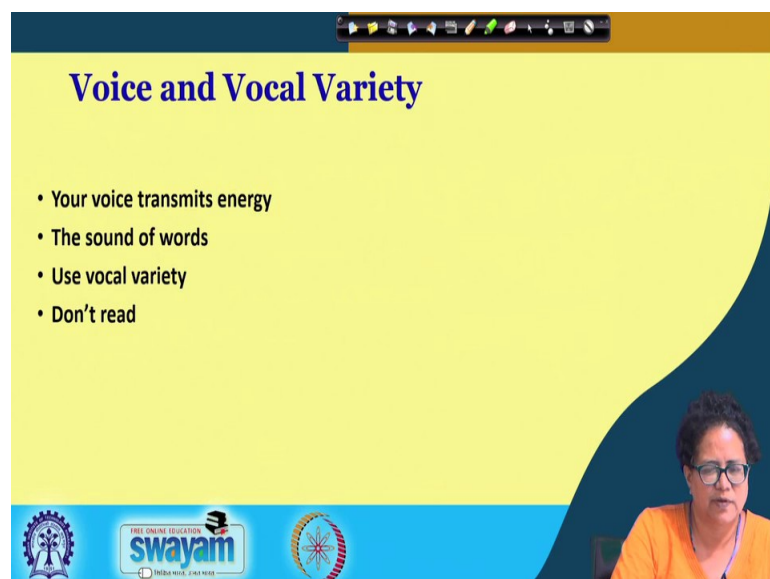
**6. Voice and Delivery**

- Do you know what kind of voice you have?
- Do you merely speak or does your voice resonate?
- Do you speak in a monotone or vary your delivery?
- How do you sound when you speak on the phone?

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with the Swayam logo and the text 'FREE ONLINE EDUCATION swayam'. A video inset in the bottom right corner shows a woman with glasses and an orange top.

Sixth is voice and delivery. So, voice modulation or how your voice is you can work upon it, but first you need to know the kind of voice you have. And, are you merely speaking or does your voice resonate. Do you speak in a monotone or vary your delivery ups and downs in the pitch. How do you sound when you speak over the phone, just record one of your conversations on the phone and listen to it; to get answer to this question.

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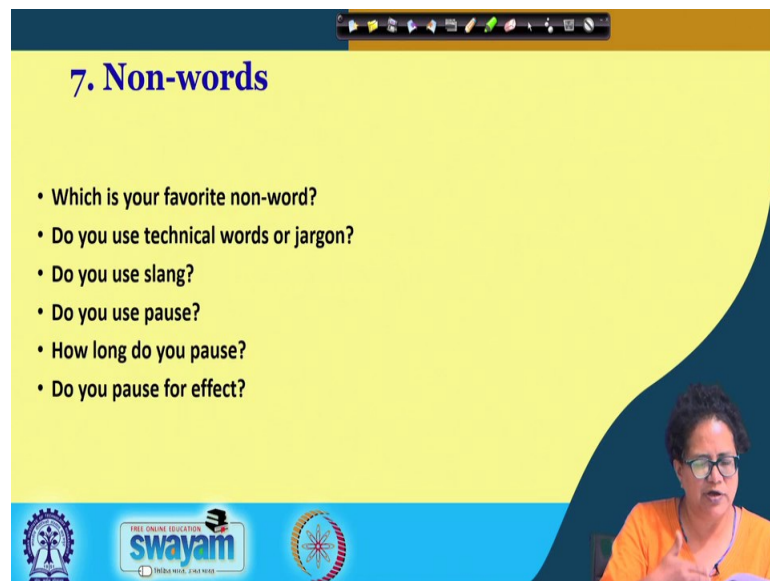
**Voice and Vocal Variety**

- Your voice transmits energy
- The sound of words
- Use vocal variety
- Don't read

The slide features a yellow background with a dark blue curved shape on the right side. At the bottom, there is a blue banner with the Swayam logo and the text 'FREE ONLINE EDUCATION swayam'. A video inset in the bottom right corner shows a woman with glasses and an orange top.

So, voice and vocal variety is important because your voice actually transmitting energy. Look at the sound of your words; vary the vocal quality of your vocal cords. And if you are reading, let us say that you are reading from somewhere do not simply read, move up, have eye contact you have a paper in front of you are reading. So, don't read as of you are a parrot have eye contact.

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The slide features a yellow background with a dark blue curved shape on the right side. At the top, there is a navigation bar with various icons. The title '7. Non-words' is written in a bold, dark blue font. Below the title, there is a bulleted list of six questions. In the bottom right corner, there is a small video inset showing a woman with glasses and an orange shirt speaking. At the bottom of the slide, there are three logos: the Swayam logo on the left, the 'swayam' logo in the center, and a circular logo on the right.

## 7. Non-words

- Which is your favorite non-word?
- Do you use technical words or jargon?
- Do you use slang?
- Do you use pause?
- How long do you pause?
- Do you pause for effect?

And in that way you will see that vocal quality will vary. Moving next to non-words or non-fluencies, consciously judge which is your favorite non-word; is it *ki or ka or aa uu* whatever. And, if you are an engineer or a doctor or a lawyer or a professional in some other area of specialization taken of what technical words or jargon that is professional specific words you are using.

Take care that you are not using slangs, also the necessity to emphasize on pause. Pause is a period of silence; consider how long you pause and are you pausing for effect. When you pause for affect, the other or the others are waiting for what important will come from you now.

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**The Natural Self !**

- Acknowledge your strengths and weaknesses
- Convert your weaknesses into strengths
- Learn like a juggler
- Communicating well is a lifelong affair

The slide features a yellow background with a dark blue wave-like shape on the right side. At the bottom, there are logos for 'swayam' and 'INDIA WISE, LIFE LONG LEARNING'. A video inset in the bottom right corner shows a woman with glasses and an orange top.

The natural finally, be the natural self work upon your strengths and weaknesses. Convert your weakness into strengths and learn like a juggler. It will be a life-long aware by which time you will be a well-acknowledged good communicator.

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**References**

1. Asha Kaul's Business Communication, PHI, 2001.
2. Gamble and Gamble's Communication Works, McGraw Hill, 2002.
3. Seiler and Beall's Communication: Making Connections, Pearson, 2005.
4. Dwyer's The Business Communication Handbook, Prentice Hall, 2000.
5. David B. Givens' Dictionary of Gestures, Signs & Body Language Cues, Washington Center for Nonverbal Studies: 2004

The slide features a dark blue background with a yellow wave-like shape on the right side. At the bottom, there are logos for 'swayam' and 'INDIA WISE, LIFE LONG LEARNING'. A video inset in the bottom right corner shows a woman with glasses and an orange top.

These are some of the references I have used for the preparation of this lecture. And, I would like to thank you for being with me and God bless you.