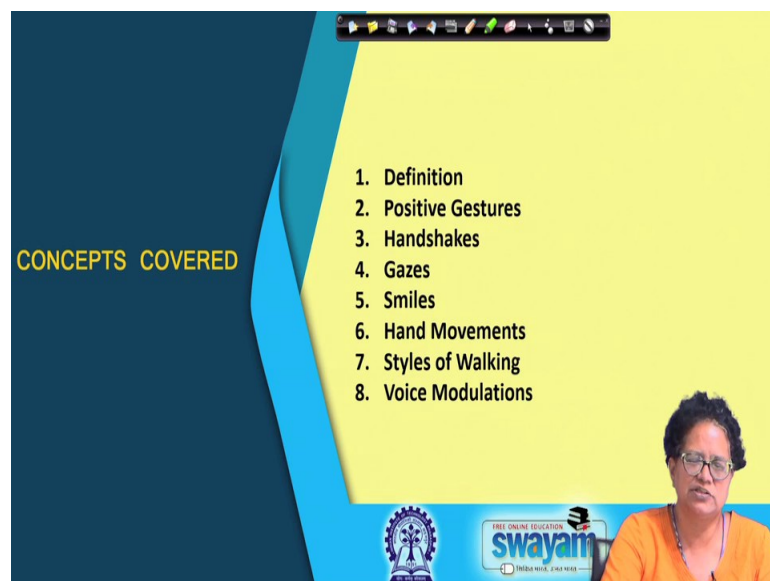


Employment Communication- A Lab Based Course
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Department of Humanities and Social Sciences
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Lecture – 12
Body Language – Conclusion

A very good day to you all; so, we are here to conclude the topic on Body Language and this is lecture 12.

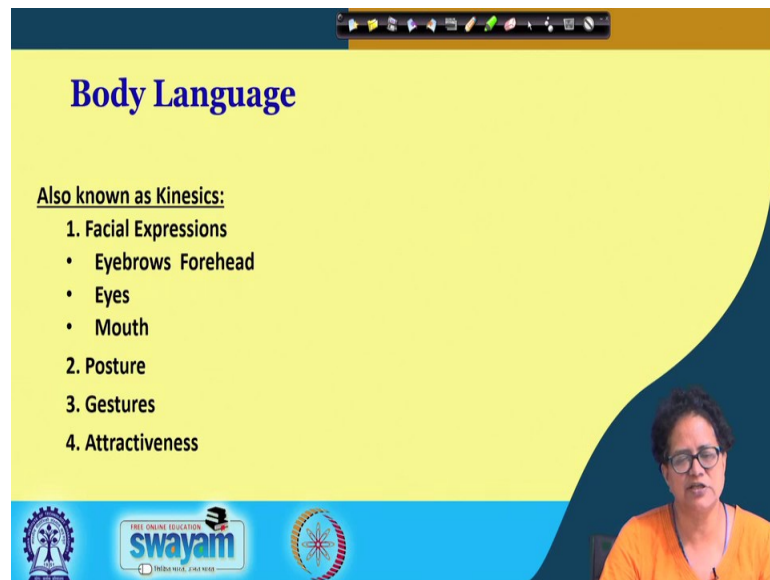
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Let us first tell you about the concepts we will be covering in this lecture. The first is definition of body language because, in this concluding lecture on body language I am trying to wrap up and summarize whatever we have learnt in the previous lecture and maybe give you some more extra points.

The second is positive gestures and what are positive gestures, we will be covering handshakes, gazes that is eye contact, smiles, hand movements, styles of walking, voice modulations and that is; remove first two short definition of body language also known as kinesics consisting of facial expressions which is about eyebrows and forehead, eyes mouth that the three parts. In facial expressions

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Body Language

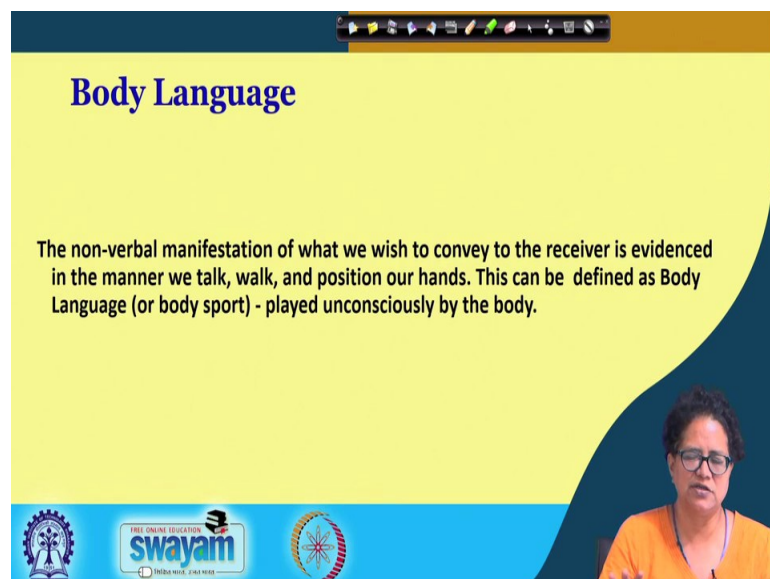
Also known as Kinesics:

1. Facial Expressions
 - Eyebrows Forehead
 - Eyes
 - Mouth
2. Posture
3. Gestures
4. Attractiveness

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Number 2 is posture, 3 gestures and 4 is attractiveness. So, this was not mentioned earlier. Actually, your entire body language, your entire body makes you attractive to the others. So, attractiveness is an integral part of body language or kinesics.

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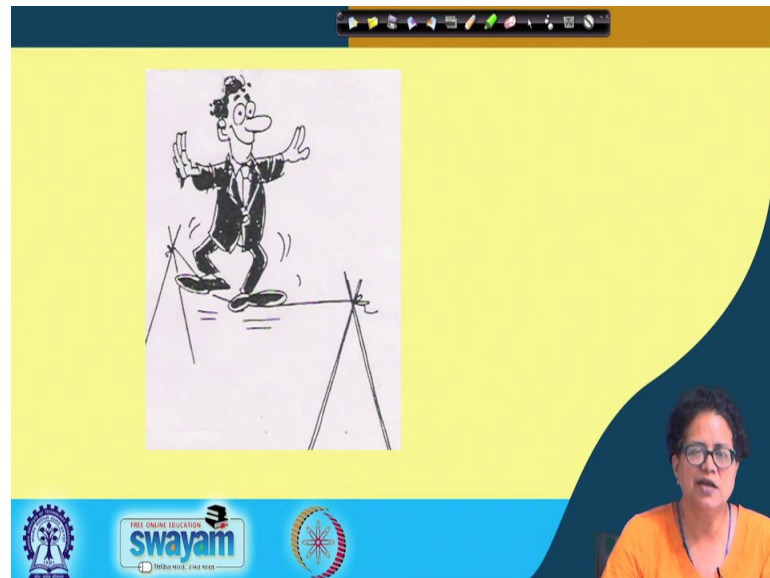
Body Language

The non-verbal manifestation of what we wish to convey to the receiver is evidenced in the manner we talk, walk, and position our hands. This can be defined as Body Language (or body sport) - played unconsciously by the body.

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Once again we define body language as the nonverbal manifestation of what we wish to convey to the receiver by the way we walk, talk and position our hands. This is the definition of body language, it can also be called body sport and body language is unconscious actions of the body.

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We have a small picture here as I said learn like the juggler in the previous lecture. So, here is a tightrope walk going on. The tightrope walker you know he is balancing on nylon thread or a nylon rope across two pieces of wood and this is how we have to learn to manage and improve and work upon our body language.

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<i>TYPES</i>	<i>SIGNIFICANCE</i>
Open palms	Positive personality
Eye-to-eye contact	Honest and direct
Smile	Open personality
Equal handshake	Equal in behavior & attitude with no complexes associated

Now, first let us come to the positive gestures and this is an advice of what types of positive gestures connote what so that you can adopt them and include them in your communication repertoire.

The first is open palms. I mean placing them like this or if you are standing they should be by your side like this, not closed or clutching or in the pocket or whatever. Open palm signify a positive personality and generally you should have eye to eye contact, do not hide, do not avoid eye contact. Smile very easy to smile, declares you as an open personality and equal handshake, that is, if the other is shaking you have to press equally because it signifies equal in behavior and attitude with no complexes associated.

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So, here we have a picture of open hands.

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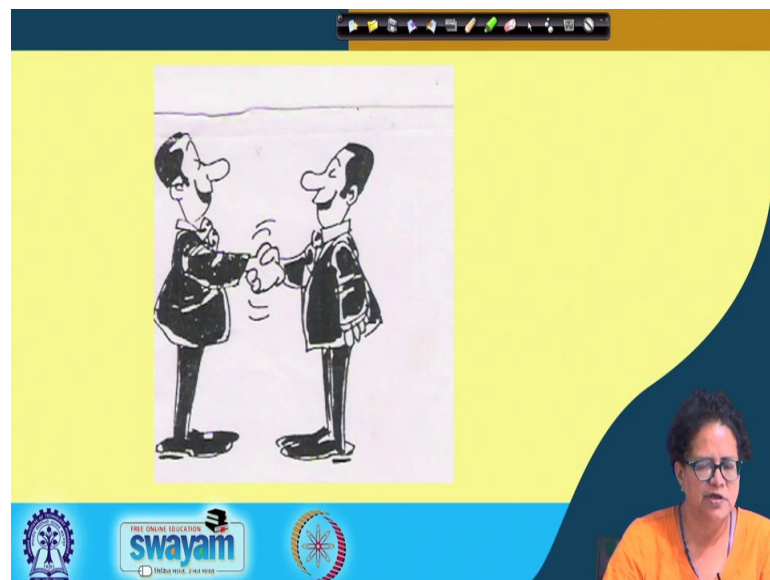
Handshakes

<i>TYPE</i>	<i>SIGNIFICANCE</i>
Equal handshake	Equal in behavior & attitude
Tight grasp	Superiority complex
Limp handshake	Inferiority complex & dejection
Politician's handshake	Deceptively subservient position
Informal handshake	Informal behavior & attitude

Let us come to handshakes because in the workplace the handshake is the most common type of greeting or wish. The equal handshake as I said it signifies equality in behavior and attitude. So, it is most advised. The tight grasp, suppose you have somebody who is very tall and muscular and strong and that person comes and tightly holds your hand in a hand shake it shows his or her superiority complex. The limp handshake is like this limp, is not it? It shows inferiority complex and dejection.

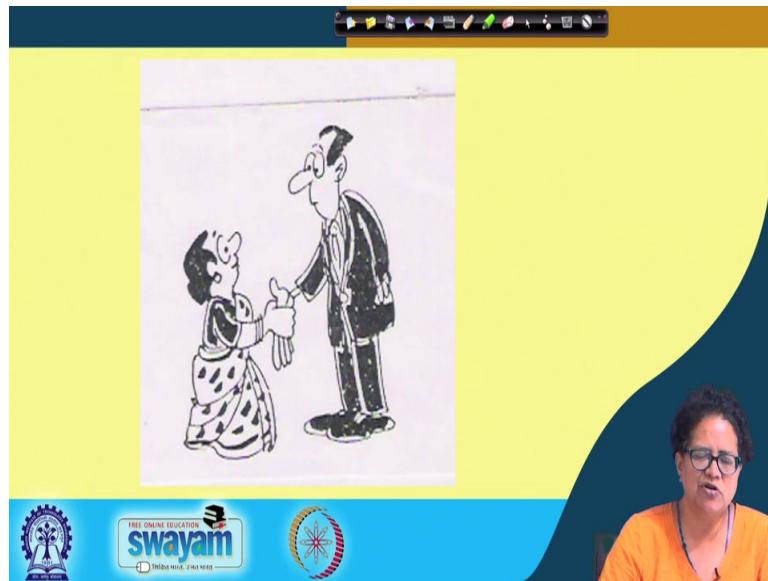
The politicians handshake is like this and then you also cover it up, I will show you through a picture. The informal handshake is in some parts of the world, children do it; it is in the play mode. It shows informal attitude and behavior and that also I will show you the picture of.

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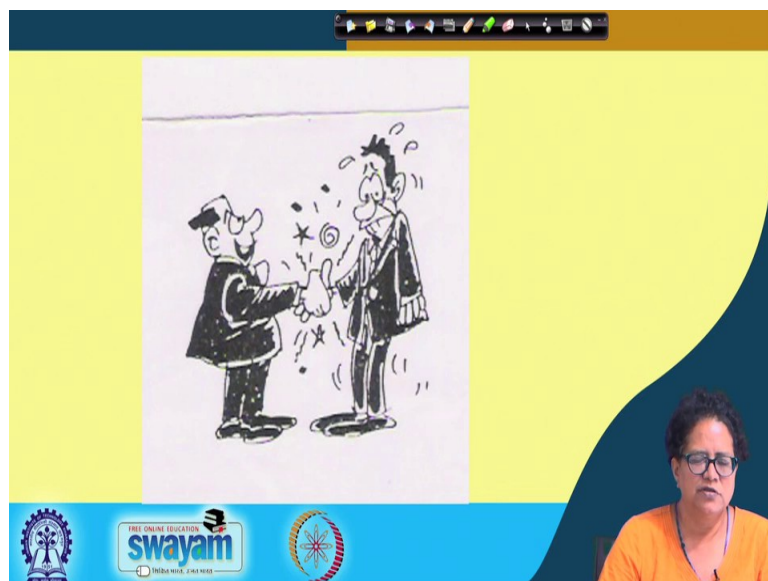
This is the equal handshake.

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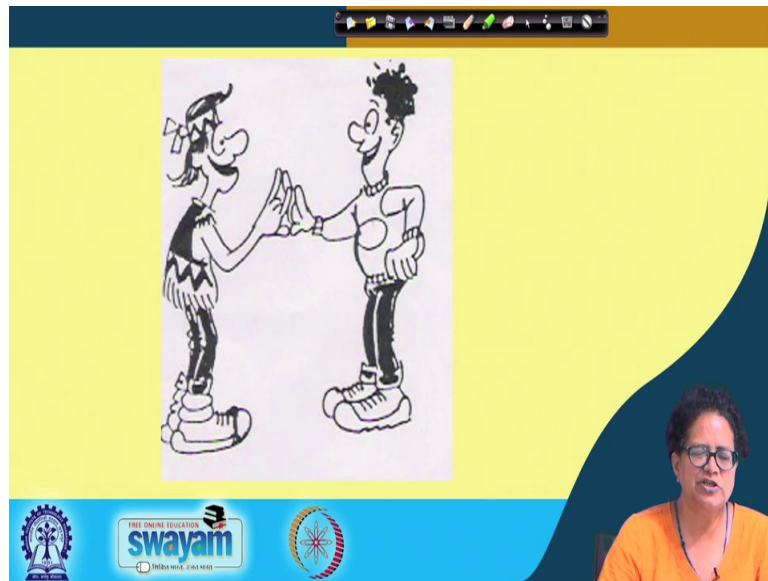
This is the picture of a limp handshake.

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This is a picture of a excessively tight handshake of somebody who is having superiority complex.

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This is a picture of the informal handshake. You know which children are used to playing these games that when we touch this then we do like this and finally, we shake the hand. So, it is showing a kind of informal attitude between two young people.

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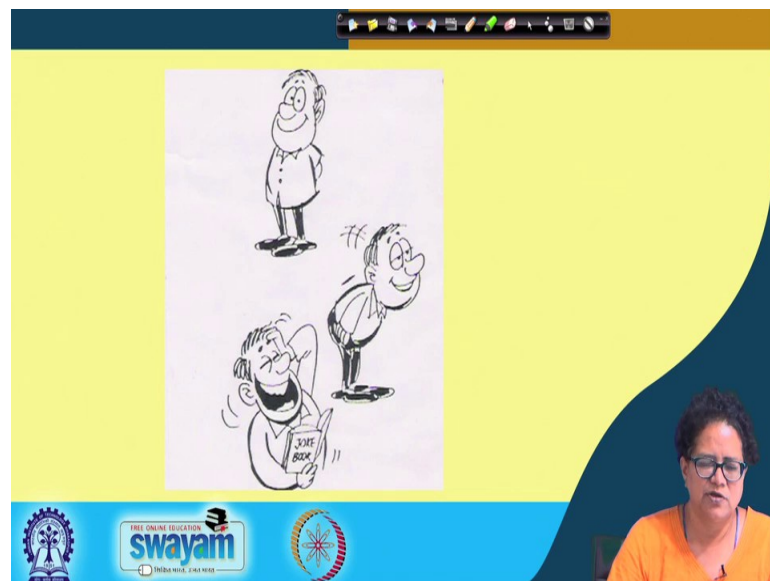
Gazes / Eye Movements		
TYPES	MANNER OF PORTRAYAL	CONNOTATION
Business	Eyes & forehead	Business transactions
Social	Forehead to lips	Social interactions
Intimate	From head to toe	Call for intimacy
Shifty eye	Eyes keep shifting	Lack of concentration
Evasive eye	Evasion of eye contact	Lack of credibility
Stammering eye	Trying to get into focus	Lack of confidence
Stuttering eye	Blinking & trying to get into focus in the initial phases	Shifty nature

Let us consider now, what is the connotation of various manners of portrayal of your gaze or eye contact or eye movement. Firstly, in a business scenario the if the if the gaze or eye contact of the person is between the eyes and forehead that is this area it is a business transaction going on that is understood by the third person or the observer.

A social type of gaze or contact eye contact is between forehead to lips between forehead to lips this is connoting social interactions. Intimate situation or intimacy between two can be seen by the fact that they can see each other gaze at each other from head to toe and it signifies that they are in a situation of intimacy. Then you have the shifty eye the shifty eye that is the eyes keep shifting and it shows lack of concentration, evasive eye that is avoiding eye contact shows lack of credibility; credibility that is truth or reality or substance.

And, stammering eye that is high blinking rate trying to get into focus it shows lack of confidence and the last is the stuttering eye which is more or less like the evasive eye or the shifty eye combine together combined with each other. Blinking what happens in this how this is seen, what is the manner of portrayal? The person will be blinking and trying to get into focus in the initial phase as it shows in other words the shifty nature of the person this kind of persons cannot be trusted.

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So, we have some pictures of various type of eye movements or gaze.

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Smiles (1 of 2)

<i>TYPES</i>	<i>MANNER OF PORTRAYAL</i>	<i>CONNOTATION</i>
Felt smile	a. Upturned mouth with lips closed b. Upper set of teeth exposed with simultaneous eye contact c. Broad smile which exposes both sets of teeth	Appreciative of the interaction and happy

The slide features a yellow background with a dark blue wave on the right. At the bottom, there are logos for Swamyam and other educational institutions, along with a small video feed of a woman in an orange shirt.

Lets comes to smiles and we have two slides here. The felt smile I mean the real smile the actual smile, somebody is really smiling naturally. The upturned mouth will be with lips closed upper set of teeth may be slightly exposed with simultaneously having eye contact. Sometimes in later phases of the interaction there will be a broad smile and both your set of teeth will be exposed. So, it will almost be on the verge before you laugh. This connotes somebody who is appreciative of the interaction and quite happy.

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Smiles (2 of 2)

<i>TYPES</i>	<i>MANNER OF PORTRAYAL</i>	<i>CONNOTATION</i>
Miserable smile	Only half the mouth is smiling	Disillusioned & dissatisfied
False smile	Slight turn at the end of the mouth. Does not reach the eyes.	Sarcastic / sardonic / dangerous

The slide features a yellow background with a dark blue wave on the right. At the bottom, there are logos for Swamyam and other educational institutions, along with a small video feed of a woman in an orange shirt.

Then we have the miserable smile that is only you know half of the mouth is smiling I do not know how to do it, I cannot show it, but it connotes disillusionment and dissatisfaction with the interactant or the situation. And last we have the false smile. False smile is put upon, it is fake; it is not real or actual. So, there is a slight turn at the end of the mouth, but it does not reach the eye and it shows sarcasm, sardonic nature of the person and these kind of persons are dangerous, not to be trusted.

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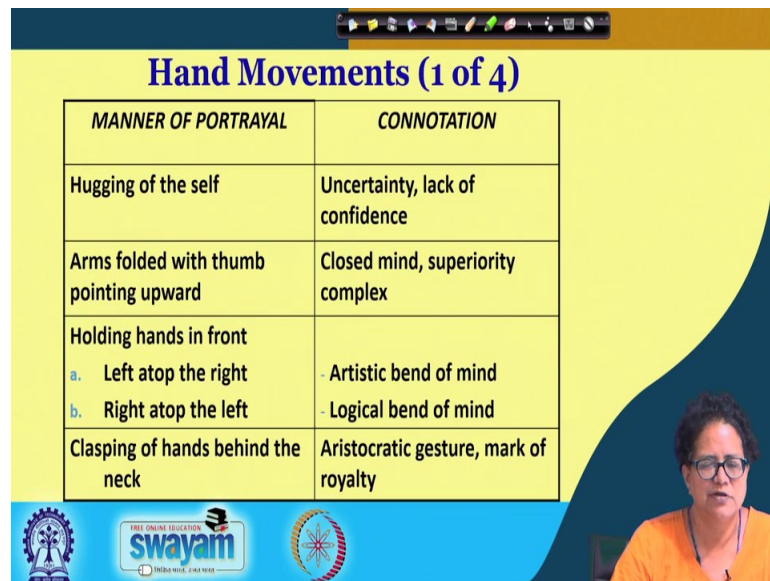
So, we have pictures of some of the smiles here.

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This is this sardonic smile or the false smile, dangerous person.

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MANNER OF PORTRAYAL	CONNOTATION
Hugging of the self	Uncertainty, lack of confidence
Arms folded with thumb pointing upward	Closed mind, superiority complex
Holding hands in front	
a. Left atop the right	Artistic bend of mind
b. Right atop the left	Logical bend of mind
Clasping of hands behind the neck	Aristocratic gesture, mark of royalty

Let us come to hand movements and we have four slides on that. Hugging of the self; it is not only because your hugging yourself because the temperature is cold. In that time it is to be taken in a different context if the temperatures are too low and you have not worn enough woolen sweaters and then you hug yourself because it is its very cold you know like that. So, but generally if somebody is hugging holding himself like this it shows uncertainty and lack of confidence.

But if you have arms folded with thumb pointing upward as I am showing in this hand arms folded with thumb pointing upward it shows a closed mind and superiority complex. Holding hands in front you know like this if you are standing I am not standing actually but I am showing it like this that is left atop the right shows an artistic bend of mind. Again let me just tell you this is just on the basis of research that the left side of the brain has to do with artistic qualities in you and the right side of the brain has to do with your logic and your mathematic and your philosophy.

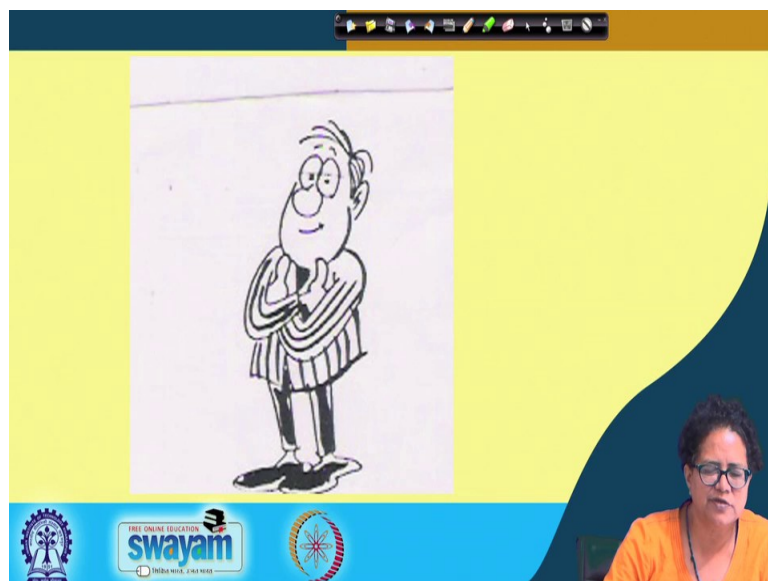
So, left atop the right shows an artistic bend of mind and right atop the left connotes a logical bend of mind. And this one you know this one clasping of the hands behind the neck, somebody sitting like this or maybe they maybe even standing like this is an aristocratic gesture and it is a mark of royalty, I am king of all I survey.

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We have this arm hugging.

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And this is a picture of the one as I said the thumb pointing upwards.

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And the picture of left atop the right standing and holding hands behind vishram as we say.


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Hand Movements (2 of 4)

<i>MANNER OF PORTRAYAL</i>	<i>CONNOTATION</i>
Hands resting lightly on the neck	Analyse the problem
Hands clasping the back of the neck	Danger signal
Scratching of head	Perplexity
Stroking of the chin	Ideas being given careful consideration
Lightly scratching or rubbing one side of the neck	Insecurity



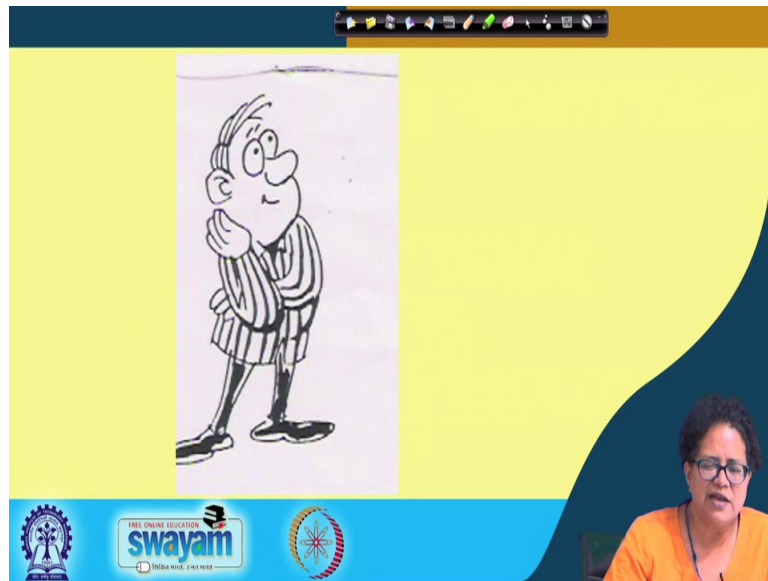




So, the second chart here if the hands are resting lightly on the neck, it symbolizes somebody who is studying and trying to get solution to a problem and hands clasping the back of the neck is a danger signal be aware. Scratching of the head is perplexity and stroking of the chin like this some people are thinking during meetings or the situations that the person is in deliberation thinking carefully giving careful consideration to the ideas. And lightly scratching or rubbing one side of the neck is a symbol of insecurity.

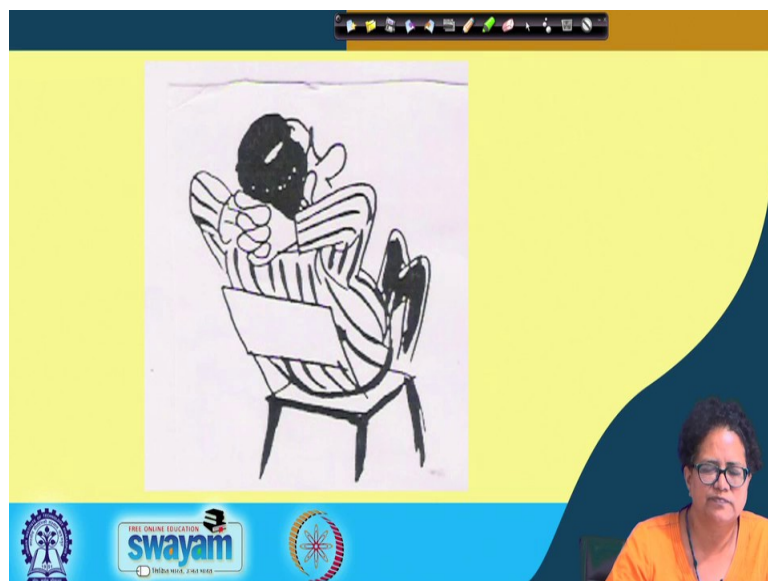
Let me tell you one thing that these connotations on the manners of portrayal are to be taken in the form of a constellation. Remember that not one of the body language posture can be given one specific assigned meaning or connotations. If you see somebody the entire body has to be studied and all the body language gestures have to be taken like constellation of star. When you look at all the stars of a constellation then only you can say that oh this is great bear or that is that.

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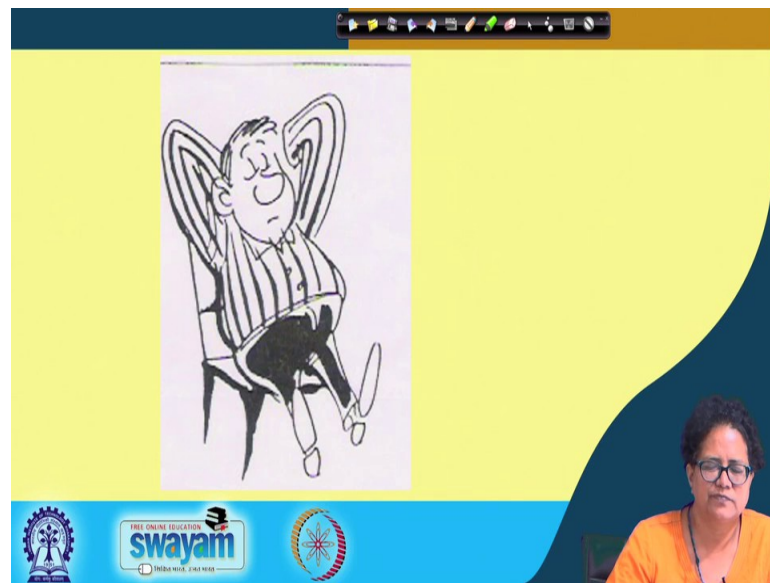
So, let us move further and these are some pictures of the hand movements.

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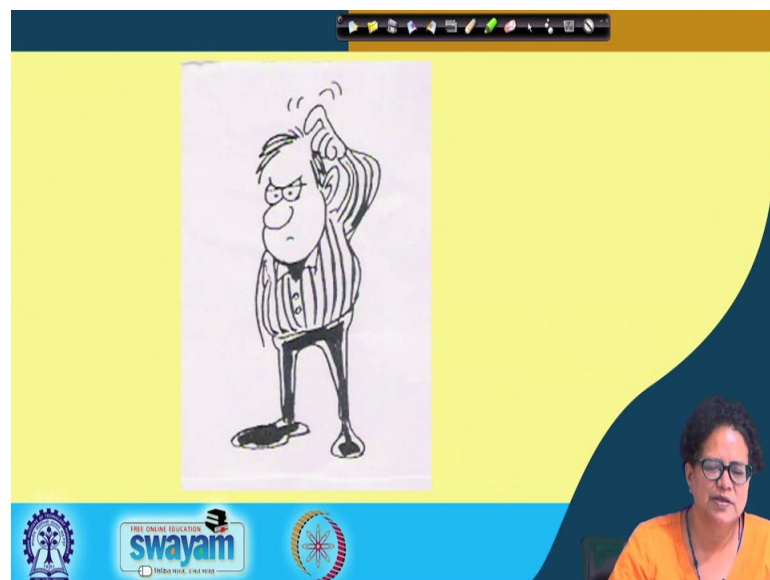
This is the aristocratic gesture.

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Some sometimes the person is adopting it so that he balances and does not fall off the chair while sleeping or dozing off , catnap.

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This is perplexion perplexed.

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This is somebody slightly rubbing the side of the chin thinking.

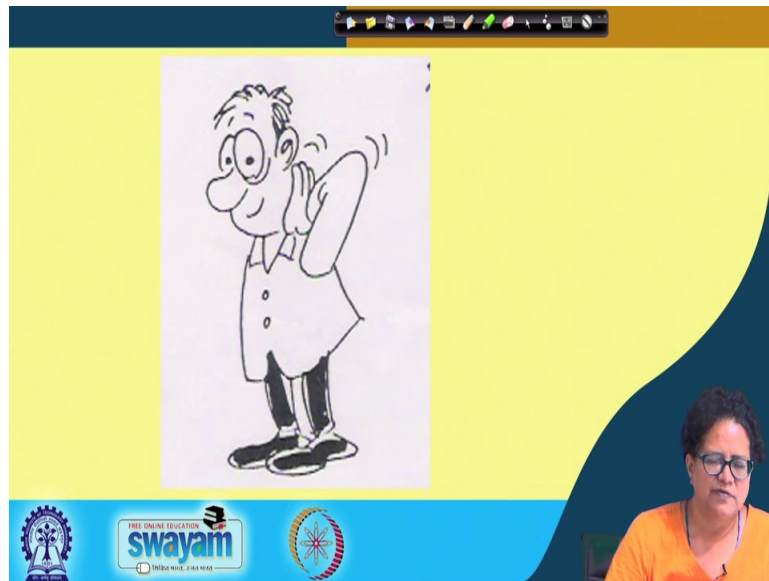
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MANNER OF PORTRAYAL	CONNOTATION
Clenching of hands a. Speaker b. Listener	a. Does not believe in what one is saying b. Frustrated and irritated
Both hands or one hand on hip	Signals authority
Hands down / fists clenched	Gearing for a showdown
Arms folded with thumbs pointing upwards	Closed temperament

Let us come to the third chart. The manner of portrayal, clenching of hands, if the speaker is clenching the hands that means the speaker is actually not believing what he himself is uttering and if the listener is clenching the hand, *Arre kab chorega mujhe*, when will I leave- frustration and irritation. If both hands are both hands or let us say one hand are on hip it is a signal of authority.

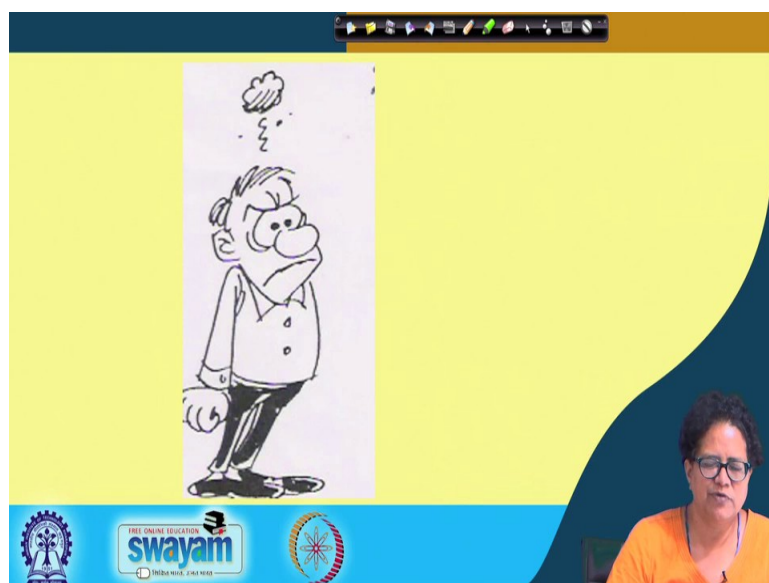
You see this is the way the way in which the traffic policeman stands because he is the symbol of authority at a cross section of roads. Hands down and fist clenched is as if you are gearing for a showdown when will I face that person and finish him off, arms pointed with arms folded as I said with thumbs pointed upwards is a closed personality closed temperament.

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So, some pictures to support the previous chart.



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Hand Movements (4 of 4)

MANNER OF PORTRAYAL	CONNOTATION
Rubbing of hands	
a. Quick rubbing	a. Excitement / enthusiasm
b. Slow rubbing	b. Preoccupation / deception
c. As if hands were being washed	c. Over with the issue
Pressing of hands in front of oneself	Pleading
Stapling of fingertips with thumb and first two finger	Extreme confidence bordering on eccentricity



And the last one here hand movements, fourth slide. Rubbing of hands quick rubbing you know like this. So, we are waiting, we are enthusiastically waiting, we are excited for what is going to happen let the show begin and slow rubbing shows preoccupation or deception. Somebody is planning to deceive, somebody is planning something bad and this kind of movement as if you are washing your hands you are over with the issue, *khallas*, done, I am through. Pressing of the hands in front of the in front of oneself is pleading apart from namaste and stapling of fingertips with thumb and first two fingers is showing extreme confidence almost bordering on eccentricity or madness.

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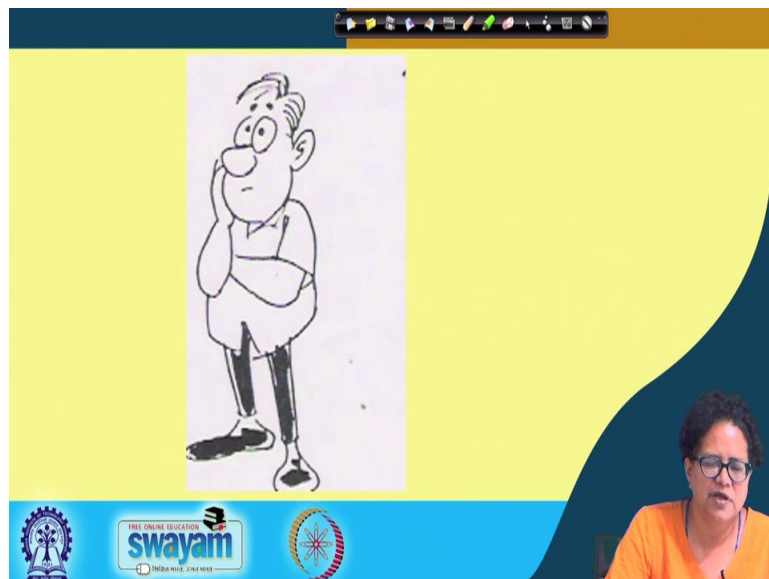


These are some of these pictures hands rubbing, pleading, thinking.

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Styles of Walking

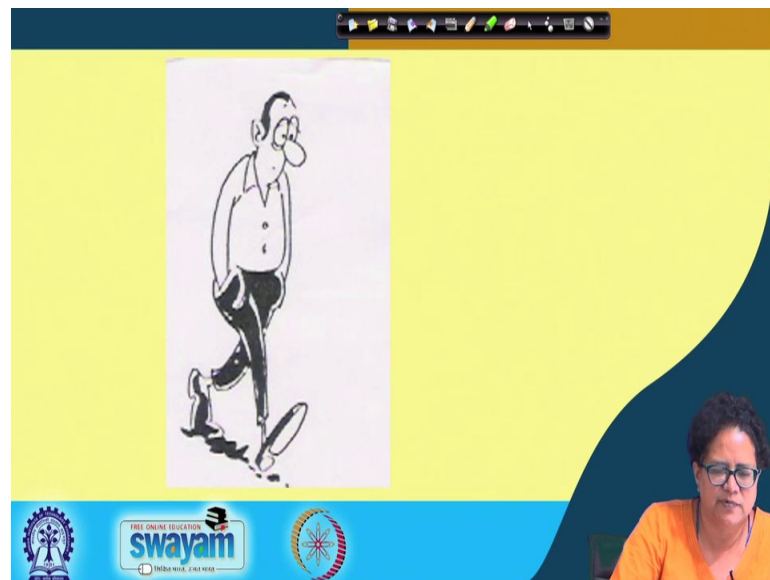
TYPES	CONNOTATION
Hands in pocket a. Walk disorganized, head bent b. Walk disorganized, kicking an imaginary object	Portrayal of macho image / withdrawn / shy / Critical - Depressed - Angry
Focusing of eyes a. On the ground b. In the air	- Lost in thought - Preoccupied/looking for answers on solutions
Strutting style of walking	Extreme certainty of opinion / confidence

The slide also features a video feed of a woman in an orange shirt in the bottom right corner and logos for Swayam and other educational institutions at the bottom.

Now, let us come to gait, g a i t or style of walking. If generally people or somebody is working with hands in pocket, but the walk is disorganized, head is slightly bent it is a portrayal of a macho image, but the person because the head is bent is depressed or may be withdrawn, shy or critical of whatever is happening. If the walk is disorganized you know like this like a drunk dog if we may say and kicking an imaginary object it shows the person is angry. Let us come to what are your eye movements when you are walking if the eyes are focused on the ground, you are lost in your thoughts.

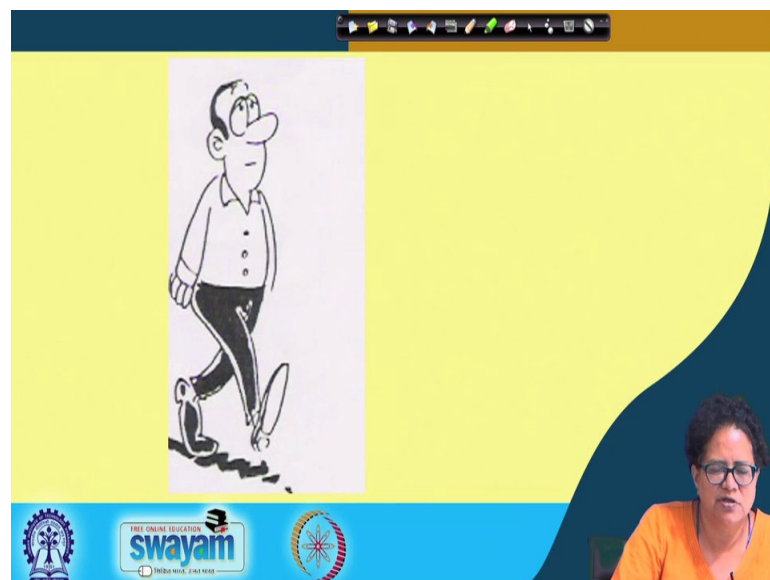
But if you are looking at the air and admiring the nature around you, you are actually maybe you are preoccupied also might signify that you are looking for some solutions to certain problems. And some people have a penguin or a duck style of walking which is called the strutting style of walking as I put it here, it shows extreme certainty of opinion and confidence super confidence let us say.

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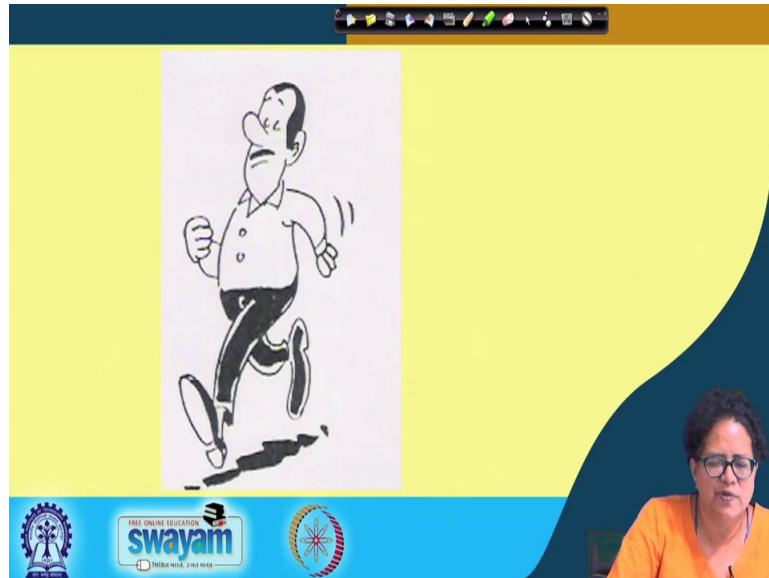


So, this is somebody walking down with the heads down cast, eye focused on the ground, eyes looking up, the third one strutting and we move on to voice modulation.

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Voice Modulations

<i>MANNER OF PORTRAYAL</i>	<i>CONNOTATION</i>
Monotonous voice	Bored
Slow speed, low pitch	Depression
High pitch	Enthusiasm
High pitch, long drawn speech	Disbelief
Ascending tone	Astonishment
Abrupt speech	Defensive

How do you modulate your voice, how do you control, regulate the voice and what does it connote? A monotonous voice, you know like suppose I keep on saying, *Jai sri ram, Jai sri ram, Jai sri ram, Jai sri ram*, it is boring in fact. Slow speed and low pitch indicates depression, high pitch shows enthusiasm yeah something like that, high pitch and long drawn speech shows disbelief because you do not trust you do not believe.

Therefore, the pitch is high and you speak for a long time. Ascending tone your astonishment or your speech your speech shows the surprise as you ascend as you increase the tone of your voice, but if a speech ends abruptly it shows that now you are on the defensive.

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These are some of this is in fact the only book this is written by Professor Asha Kaul. Professor Asha Kaul teaches at IIM Ahmedabad in communications area and my material for this lecture the last one on business communication, the last one on body language, the name of the book is business communication published by PHI in the year 2001.

Thank you once again and may god bless you.