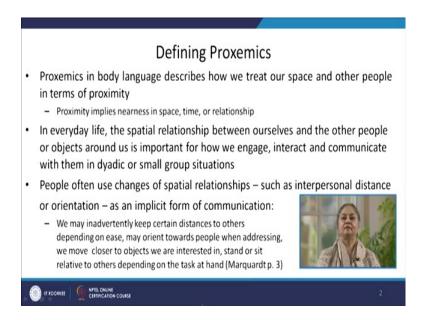
## Body Language: Key to Professional Success Prof. Rashmi Gaur Department of Humanities and Social Sciences Indian Institute of Technology, Roorkee

## **Lecture - 02 Defining Proxemics, Four Zones**

Welcome dear participants to the second module of the first week. In this discussion we would look at **Proxemics**, try to define it and understand the four basic zones of Proxemics.

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As an aspect of nonverbal communication, proximity looks at how we treat their space and distance between us and other people in any dyadic or a small group situation. Proxemics has its origin in the word 'proximity', which implies nearness in space time or relationship. In everyday life we maintain certain distance with other people and therefore, we maintain a particular type of a space and distance with others, we also communicate our attitudes and feelings towards them. Any change in our special relationship with other people also communicates the type of attitude we have towards them. Whether we want to maintain certain distance from them are we at ease or with them.

In a group situation our orientation towards other people also displays with which group member we are more comfortable. In the same way we would find that in dyadic situations also, if we like a person or if we are close to a person, we tend to move closer to them. This is a very superficial way of understanding Proxemics, but this is also the quintessential interpretation of the tongue.

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In these sketches and in this visual, we find that different aspects of proxemics have been communicated. If we look at the photograph in which two people are sitting on the same bench, but the distance which exists between them and the distance which has been studiously maintained by them also suggest that there is no actual closeness between these two. The differences in their attitudes as independent human beings can also be seen on the basis of the other aspects of body language.

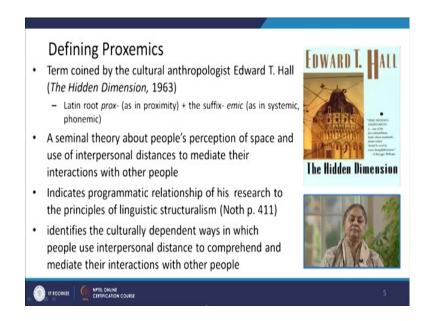
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In these photographs also we find that the proximity and this space, which we are maintaining visibly others also conveys our attitude and ideas towards other people. We can make out in the left hand side photographs whether the space has been used to intimidate another person. In the dialogue of the two people which of the two is being defensive and which one is being aggressive.

Similarly on the right hand side corner photograph, we can look at the ease and the distance which has been maintained by these two people. We can contrast these pictures with a bottom corner photograph in which a group of three people has been displayed. But in this group, we look at the two people are standing with certain closeness in comparison to the third person and the third person who is slightly isolated in comparison to others is also showing his isolation with the help of other body linguistic signs.

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The term proxemics has been coined by the cultural anthropologist, Edward T Hall. He had used this word in 1963 publication of his book with a title, *The Hidden Dimension*. *The Hidden Dimension* is in fact, the dimension which is never talked about specifically by anybody. He has put across in this book his seminal theory about our perception of a space and use of interpersonal distances to mediate their interactions with other people. He had also indicated a pragmatic relationship of his research to the principles of linguistic structuralism and he is also identified the culturally dependent ways in which people use interpersonal distances to comprehend and mediate their ideas and associations with other people.

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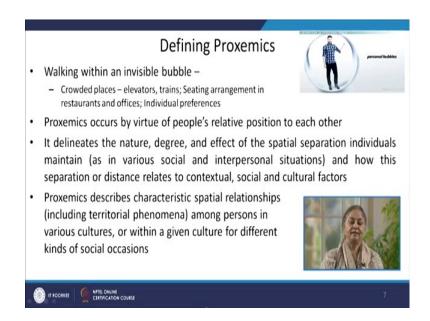
## Proxemics Edward Hall defines Proxemics as the study of "ways in which man gains knowledge of the content of other men's minds through judgements of behaviour patterns associated with varying degree of proximity" To him proxemics is "how a man unconsciously structures microspace – the distance between men in conduct of daily transactions, the organizations of space in his houses, buildings, and ultimately the layout of his town" (quoted in Noth p. 411) Organization of space in houses, offices, buildings, city planning and urban renewal; unconscious structuring of micro space Space as a specialized elaboration of culture

To Edward Hall proxemics was something which helps us to structure the space as well as the micro space. The distance which we have with each other in our daily transactions and also the organization of a space in our houses in buildings and ultimately in the layout of the town. So, we find that proxemics is not only a study of the distance, which people maintain with each other in different ways, but it is also a study of a space as it is being created and organized in other aspects of our experiences.

The construction of houses as well as the arrangement within a house and similarly, how do we construct the offices space with the help of the buildings and with the help of the interior decoration.

So, organization of a spaces, in houses, offices, building, city planning, as well as urban renewal is an unconscious structuring of micro space and a space has been treated by Edward T Hall as a specialized elaboration of culture.

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The idea of proxemics can be understood by suggesting that we walk within an invisible bubble. When we walk or we stand we do not only occupy this space which is exactly required by our body, but let us say that an invisible bubble is surrounding us from every side and we also treat this space of invisible bubble is a part of our own body space. We can look at this aspect of our behavior in crowded places, elevators, trains, seating arrangement in restaurant offices, as well as an individual preferences regarding the seat we occupy in any crowded place.

Now, the idea behind this invisible bubble is that, when we walk we are surrounded by this invisible bubble and we normally do not allow people to encroach upon this invisible bubble. We feel threatened when somebody intentionally or accidentally encroaches upon this bubble. We allow only those people who are very close to us to enter this bubble and irrespective of gender and culture if we are facing a situation in which people are intruding within our bubble and we cannot do anything about it, we develop a defense mechanism.

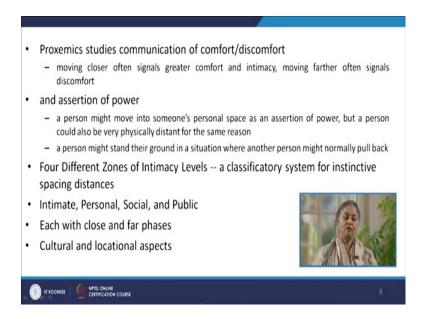
You might notice that, when we are in a crowded space when there is nobody around us who is friendly with us or who is our acquaintant, we try to develop a mechanism to create a make believe sense that this invisible bubble is still protected.

For example in lifts, we would look at inanimate objects we would maintain an eye contact with others we would look at the lift buttons, we would look at the number of

floor which is being displayed, we would look at certain object and now of course, we prefer to look at the smart phone in our hand, but we try to avoid any eye to eye contact with other people and this avoidance or direct eye contact helps us to understand that we are still keeping our invisible bubble intact. The same happens when we are traveling in a train, for example, or in a bus or in any other automobile, where other people who are not known to us have to share the same space with us. We develop a body language which suggest that we do not want to be close to them.

So, proxemics occurs by virtue of people's relative position to each other whereas we also try to keep this invisible bubble intact. Proxemics also describe characteristic, spatial relationships including territorial phenomena among persons in various cultures or within a given culture for different kinds of social occasions.

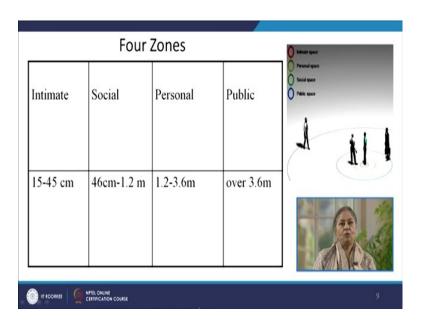
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The study Proxemics helps us to understand the level of comfort and discomfort, which we have towards other people. For example, as I have already commented if we move closer to another person it may signal a better comfort, some level of intimacy. On the other hand if we move further down then it also offers a signal of discomfort or fear etcetera. At the same time it can be an assertion of power. In order to emphasize, one's the status of power one may try to move into other peoples personal space as it is often done by the police people by people who are interrogating others.

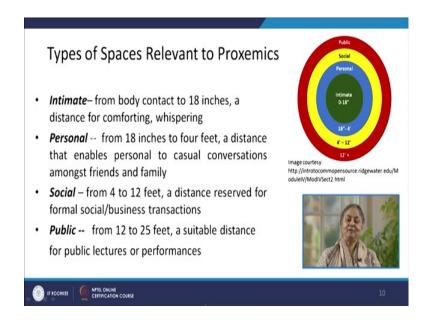
And at the same time we find that in order to assert power a person can also be very physically distant. So, we find that these extremities suggest the relationship between the power and the absence of power in different ways. Proxemics is divided into four different zones of intimacy level. These four zones are a classificatory system for instinctive spacing distances and they are **intimate**, **personal**, **social** and **public zones**. Each zone has it is own close and far phases which we shall discuss and at the same time there are cultural and locational aspects related with them, which will also be discussed.

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The four zones and their distances are mentioned over here, the intimate zone which is 15 to 45 centimeter from the closest possible contact to about 45 centimeter. Here, as you can understand the other person is allowed to intrude into our personal bubble. The social zone is somewhere from 46 centimeters to 1.2 meter, the personal zone is 1.2 to 3.6 meters, the public zone is anywhere over this limit.

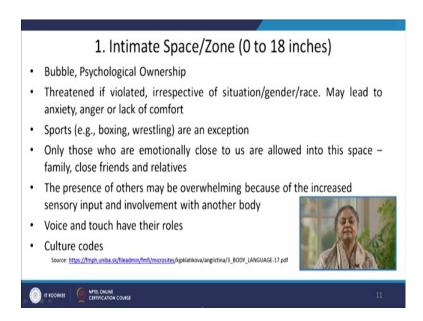
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The intimate zone is from the closest possible body contact to 18 inches, which is a distance for comforting for whispering. This is also a zone in which we allow only very close people and family members. The personal zone is somewhere from 18 inches to 4 feet, a distance which enables us to have casual conversations amongst friends and family, this is also the space which we maintain for our day to day work for example, in offices etcetera.

Social zone is from 4 to 12 feet, which is a distance which is reserved for formal social and business transactions. Public zone is anywhere which is beyond this which is a suitable distance for public lectures, performances etcetera. These zones are not compartmentalized very strictly there may be minor variations. But the idea behind them is communicated by roughly keeping the same space.

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The intimate space or zone suggest that, we share the psychological bonding with other people, we are mixing the bubbles of two people. We feel threatened if this is space is violated and irrespective of the situation or gender or race, if suddenly comes very close to us it results into a certain anxiety or a lack of comfort and our immediate reaction is to step back so as to enhance the space between the two of us.

Sports etcetera are an exception, because close physical contact, for example, in boxing or in wrestling etcetera is a compulsion. It is significant for us to keep the sanctity of the intimate space because the presence of other people within this space may be overwhelming.

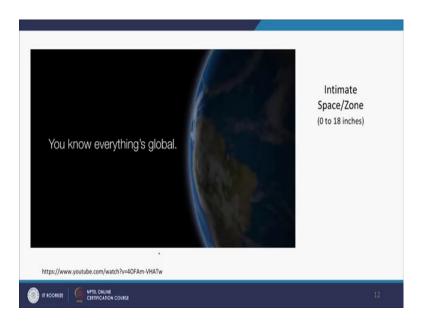
The significance of voice and touch is also underscored in any discussion on intimate space. At the same time our understanding of intimate space and to what extent we can willingly share it with others and with whom is also decided by our cultural understanding.

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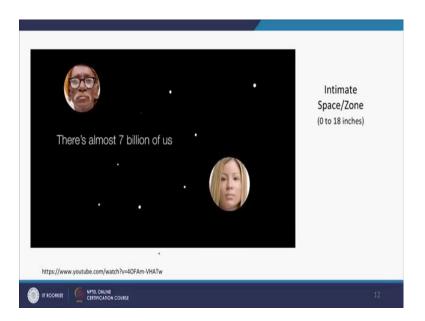


In this particular video, we can look at the cultural aspects which govern our personal space.

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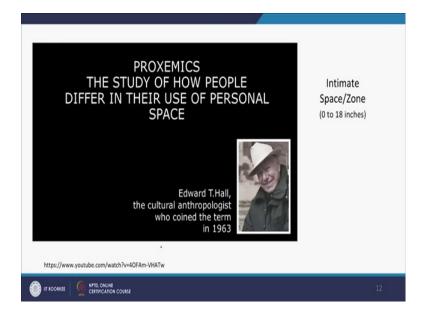
Everyone needs their own personal space. Personal space varies depending on the surroundings and at the situation, but it is not done willingly it can create a lot of tension.

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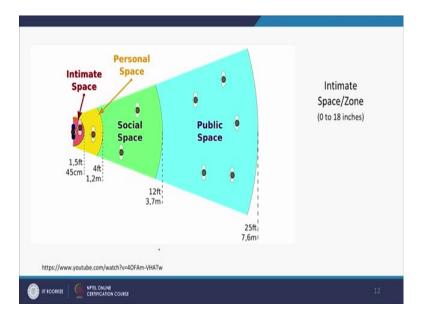


So, how do people kind of maintain this balance between crowding stress on the one hand and feeling isolated on the other? So, there are behavioral mechanisms according to Robert Sommer that people use to optimize their contact with other people. So, what do we mean by personal space? Well, we said that it is an area around somebody's body it is an invisible kind of zone and if people go into it too closely you start to feel uncomfortable, you start to feel that stress of too much proximity.

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According to Edward Hall, whose an anthropologist he found some very consistent zones of personal space in his research across many different cultures. One zone is the intimate zone; 0 to 18 inches of contact with somebody else the personal distance zone a foot and a half to 4 feet out social distance, 4 to 12 feet out or public distance where you go into lecture and you are interacting with the speaker whose up on a podium and you are separated from that person. So, these are different sort of zones of personal space that people use.

Let us say you are giving a speech, then I would be sitting here in a distance as an audience I am in your public space. Now let us say I am very impressed by speech and I want to comment on it. I would come up to closer for conversation, I am in your social space, but if I come this close that is a little weird because I am a mere acquaintance and you only let your family and close friends to enter your personal space and now this just creeps you out, because I am now in the hugging distance, I am in your intimate space while I barely know you. Now you are alarmed and maybe even offended.



Personal space interactions are actually 8 dimensional; there is voice volume: what is up, body heat, eye contact, smell, touching, gender position, body position and whether the space encourages positive interaction.

You know I have a friend, who works at the metropolitan museum of art. How do you like a behind the scenes tour?

Really you could do that?

Easily.

It would not be any trouble?

Of course not.

When do we go?

How about right now?

I am ready.

Are you sure?

Yes.

Let me get my coat.

All right, what do you say?

I do not think so, and I have plans.

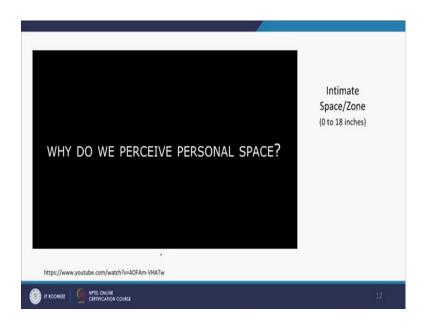
How about you Jerry?

I am sorry.

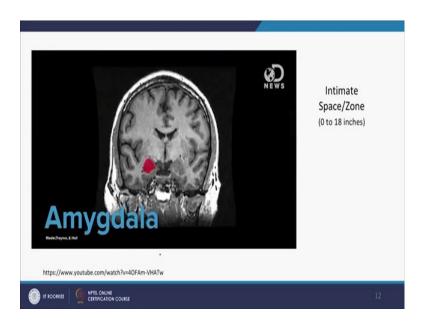
Okay! come close.

Maybe I will try and catch up with you.

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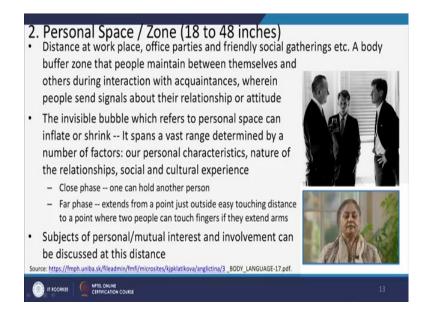


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Firstly according to a 2009 study in nature, these invisible bubbles are based on the Amygdala which is deep within the brain, it controls aggression, fear and unsurprisingly social interaction. If the Amygdala is damaged, people may lose their understanding of personal space and in our teenage years the size of the invisible bubbles that is surround us are solidified they are highly dependent on culture. So, personal space in a public transportation based urban area here in the United States would be vastly different than those in a car only rural area in Russia not to mention the difference between other countries.

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Next zone is of our personal space, which is somewhere from 18 to 48 inches. This is the distance which we normally maintain at workplace during our office parties, friendly social gatherings etcetera. This is the buffer which allows us to continue our day to day functioning along with others without intruding into each other's bubble. During our interactions with acquaintances we send the signals of intimacy by enhancing this space or by shrinking it. This space can inflate or shrink and the range also decides the type of attitude which we want to show towards other people.

If we look at this photograph again, we find that two individuals in this group photo are at a closer distance to each other on the other hand the third person is maintaining slightly more distance. We can also make out that whereas the two people are at complete is with each other the third person does not have that easy relationship or association with them right now.

We definitely have to look at the context in order to ascertain the complete meaning, but this meaning becomes clear on the basis of the proxemics and related signals which are being sent. In the close phase of the personal space, we find that the distance is so, that a person can hold another person or can extend the arm to touch a person.

The far phase is slightly longer where if people extend their arms they may perhaps can touch each other and it is this aspect which is used in haptics which we will discuss later on this is also the distance which allows us to discuss topics of mutual interest.

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In this video, our idea of the personal zone or personal space also becomes clear.

The rules of personal space in public places etiquette experts suggest that human beings should keep 2 feet of space or 24 inches between them.

Does this feel comfortable to you dear?

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Yes good.

This is what you are used to?

I do not like it, when people are too close to me.

Too close to when they are like just a couple.

Is it is too close?

Is it too close?

No.

Is this too close?

That is close enough.

Now, most of us know the unwritten rules of elevator etiquette, find the least crowded

spot keep your eyes forward and your mouth shut.

But what happens when you break those rules? We took over this elevator security

camera to find out. Despite plenty of room I moved uncomfortably close to other riders

most simply stepped away. This guy even jumped, but several decided to hold their

ground. I went toe to toe with this woman and she would not budge. And this woman

who stayed pressed against the back of the elevator may have remained calm, but she felt

something very different.

I had a moment where I was kind of wanting to push you or shove you or punch you or

grab you.

I am glad you did not, thank you.

Lucky for me, the average elevator ride last just 30 seconds. Next up the bus, where you

are expected to choose an open seat away from other riders. We boarded this one with a

hidden camera on a quiet day, there were plenty of empty seats, but I prefer to try

peoples patients instead.

Can I get in here please?

Where here?

Yeah

Why here?

I am sorry?

Why do not you sit there?

This woman was kind enough to point out the very obvious available seat right in front

of her while this guy made no objection to my sitting next to him though he did get off at

the very next stop. So, what is your general recommendation when it comes to personal

space?

Excuse me miss.

Nearly everyone we met seem to agree on how to cope with someone, who gets a little too close.

To get too close to people you do not know?

Probably step back.

Keep a distance.

But our unscientific social experiment revealed something more. When confined to small spaces like in the elevator people were more prone to protect their territory, while those we approached in wide open spaces like at this park rarely moved at all and this woman even struck up a conversation.

How you doing?

Hi.

Because sometimes it is worth giving up a little personal space for pleasant company.

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The third is the social space or the social zone, which is somewhere from 4 to 12 feet. We maintain this distance from strangers and those people with whom we are not very even familiar or even people we want to avoid. It is at this distance, that we have to be aware that the physical movements the kinesics aspects of our body become more

important as the exact details of facial expressions cannot perhaps be perceived. At this distance touch is also not possible and therefore, we find that in certain offices spaces this is the designated space for certain tasks. For example, at the billing desks, at the receptionist counter, it is the social space which is maintained.

Whereas the kinesic features become important, The voice level also has to be louder in this zone, it enables us to continue to work silently also in the presence of another person without appearing to be rude.

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The fourth zone is the public zone or the public space, which is anything over 12 feet. While talking to a large group or while making a very formal presentation this is the space. Whereas in the previous three zones the individual identity becomes important, in the public space, the identity of the audience does not remain important for us. In these situations the identity of the speaker is definitely important for the audience, but the audience are not responded to as individuals by the speaker in this situation.

We automatically tend to adopt a formal style, where the selection of words is careful the phrasing of the sentences is also meticulous and a certain level of formal distance automatically creeps in our language, as well is in our body language and therefore, our voice, our gestures and our bodies stances become exaggeratedly communicative and they are different from what they are in our intimate zone. The far phase is also the distance that is automatically set around important public figures for safety reasons too.

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So, what exactly are the Connotations of proxemics in our day to day life, as well as in our day to day professional performance? Personal space is precious. And unconscious changes in body behavior in crowded places take place as we have already discussed. We may avert eyes, for example, we may try to keep our face absolutely impulsive, we may try to maintain a posture which is relatively rigid, when we are forced into these situations. At the same time if we encroach upon the personal space of another person we would obviously be termed as obnoxious and rude people and therefore, these type of encroachments should be avoided.

The Connotations of proxemics are also important in space settings, as we will look at in further detail in our next discussions. The symbolic space divisions are artistically created in restaurants and in office desk also. Even when the space is shared we find that artificial boundaries are created to give an impression to the people, who are working in the shared space to understand a particular space as belonging to them.

So, that they can understand that their personal space that their intimate bubble is not being disturbed by others. And therefore, we find that the visual boundaries are created either by transparent barriers, which may be very small and tiny, or even by putting objects close to us on a table on which we are sitting to define this space which belongs to us. This is done sometimes subconsciously sometimes it is also done in a conscious manner to send a particular message that this space belongs to us and that we do not want

it to be disturbed. So, boundaries are also marked by a space artifacts on desks and on walls etcetera. For example, you would come across some people who put lot of decoration on their walls so, that the space can be designated as their own.

These connotations we would discuss in further detail when we will look at a space settings in detail in our next modules discussions. If you look at this video the connotations of his face become clear to us.

It is considered accept the (Refer Time: 28:00) for commuter to fall asleep on the shoulder of a stranger. In New York, it is quite a different story. Of course, (Refer Time: 28:27) depth.

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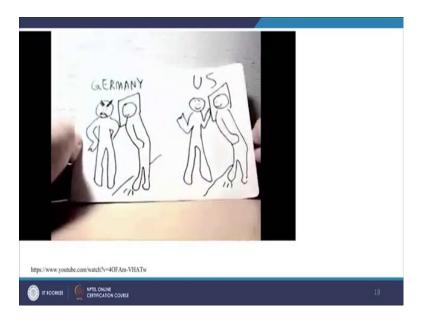


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France is a relatively crowded society and the people experience greater physical contact.

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The Germans tend to be more strict about the range of distance, that indicates intrusion. In the U S sticking ones head or body part into another's house is usually not considered as territory invasion as long as one feet are outside the house.

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The Germans find such behaviors alarming. Germens generally feel that happen in open door can lead to intrusion, while Americans generally feel that keeping the door close these to ostracism.

Now, that we know that there can be differences even within the western world it is not surprising that middle eastern nations different (Refer Time: 29:28) from the US.

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Public spaces in Middle Eastern countries tend to be more crowded.

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Physical contact and public spaces is more common than Middle Eastern countries.

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Even when in public areas Americans keep a distance from other people to protect privacy, yet in Middle Eastern nations, public areas are purely public.

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And the person cannot claim private space.

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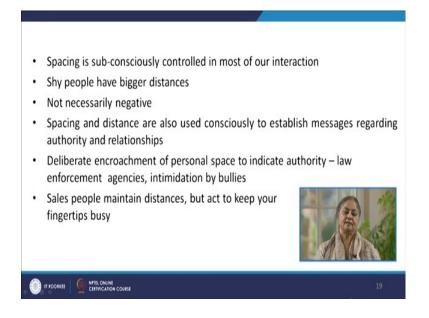
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As it is controlled in other aspects of body language, our understanding of a space is also subconsciously controlled in most of our interactions in our professional life. We can say that shy people have bigger distances and people who are extroverts are keen to create a smaller distance between themselves and the other interactant.

However, this desire to create a bigger distance should not be interpreted as necessarily a negative desire. Spacing and distances are also used consciously to establish certain messages regarding authority as well as relationships, which we want to have with

others. Our personal space is sacred to us and irrespective of the culture, we find that this aspect is sometimes abused by people who want to impose their authority on us. Whenever bullies try to intimidate others we find that the encroachment of personal space takes place, whenever any law enforcement agency also wants to intimidate people then we find that the encroachment of personal space takes place.

In the same way it is true that sales people maintain their distances they never encroach upon your personal space, but at the same time they act in such a way that you have to keep your fingers busy, this aspect of the sales people's behavior we would take up when we will take up kinesics in detail.

So, today we have discussed the basic four zones of proxemics as well as what exactly do they mean and how precious they are to us. In our next discussion we would take up the different types of cultures for example, high contact and low contact cultures as well as the cultural aspects related with our understanding of proxemics.

Thank you.