



CMST 1545

Chapters 5 & 6



YOUNGSTOWN
STATE
UNIVERSITY

Chapter 5

Nonverbal communication = intent or meaning w/o language

Functions of Nonverbal Communication

Reinforcement = verbal + nonverbal

Substitution = silent nonverbal action

Contradiction = Nonverbal \neq Verbal

Accentuation = Nonverbal intensifiers

Regulation = turn taking cues

Kinesics = Body movements and gestures

Emblem = nonverbal symbol

Illustrators = gestures w/ speech reinforcement

Regulators = nonverbal conversation guides

Affect Displays = display emotion

Adaptors = unconscious needs or drives

Strategies for Nonverbal

- 1.) Become aware
- 2.) Use them and observe
- 3.) Use them to reinforce

Proxemics = use of space

Intimate Distance = closest distance

Casual-personal Distance = everyday w/ familiar people

Social-Consultative Distance = interpersonal distance 4'-12'

Public Distance = beyond 12'

Strategies for Distance

- 1.) Move in slowly
- 2.) Increase distance decreases engagement

Chronemics = time in nonverbals



[nonverbal = “your late”]

Paralanguage = vocal variety

Elements	Singing	Speaking
Pitch	Given	YOU
Pace	Given	YOU
Tone	YOU	YOU
Melody	Given	YOU
Volume	Given	YOU

Silence = type of paralanguage





Oculesics = Eye Contact

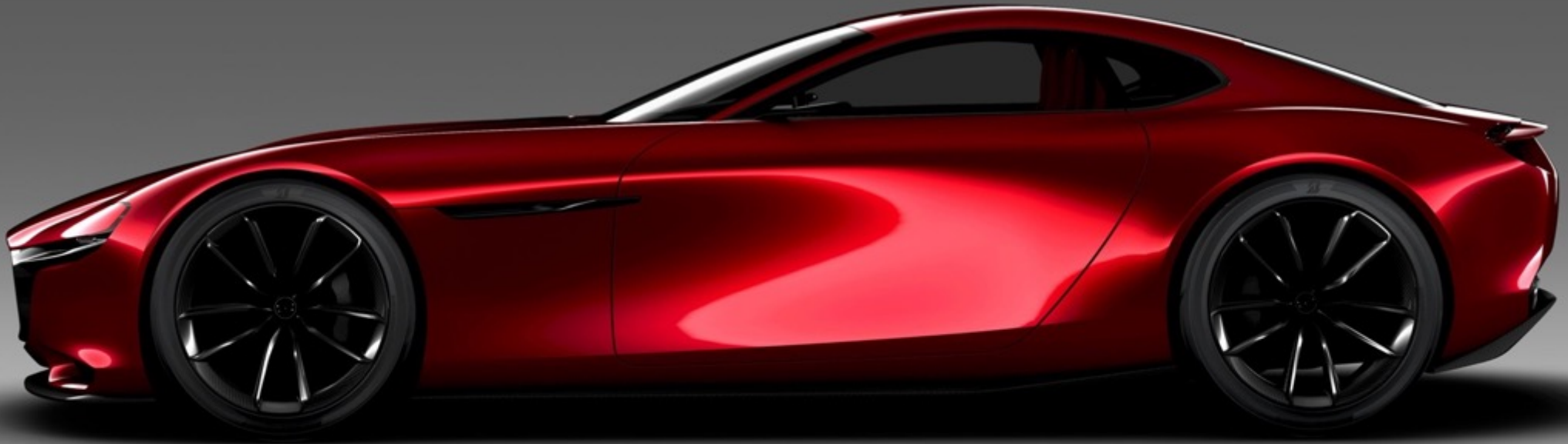
Dilated Pupils = attraction



Artifactual Dimensions

= nonverbal communication conveyed by...

Objects = status symbols





Color = culture determines meaning

(green in the US depicts environment)



Clothing = verbal cues of status

Olfactory Dimension (*Communication*)

= nonverbal scent

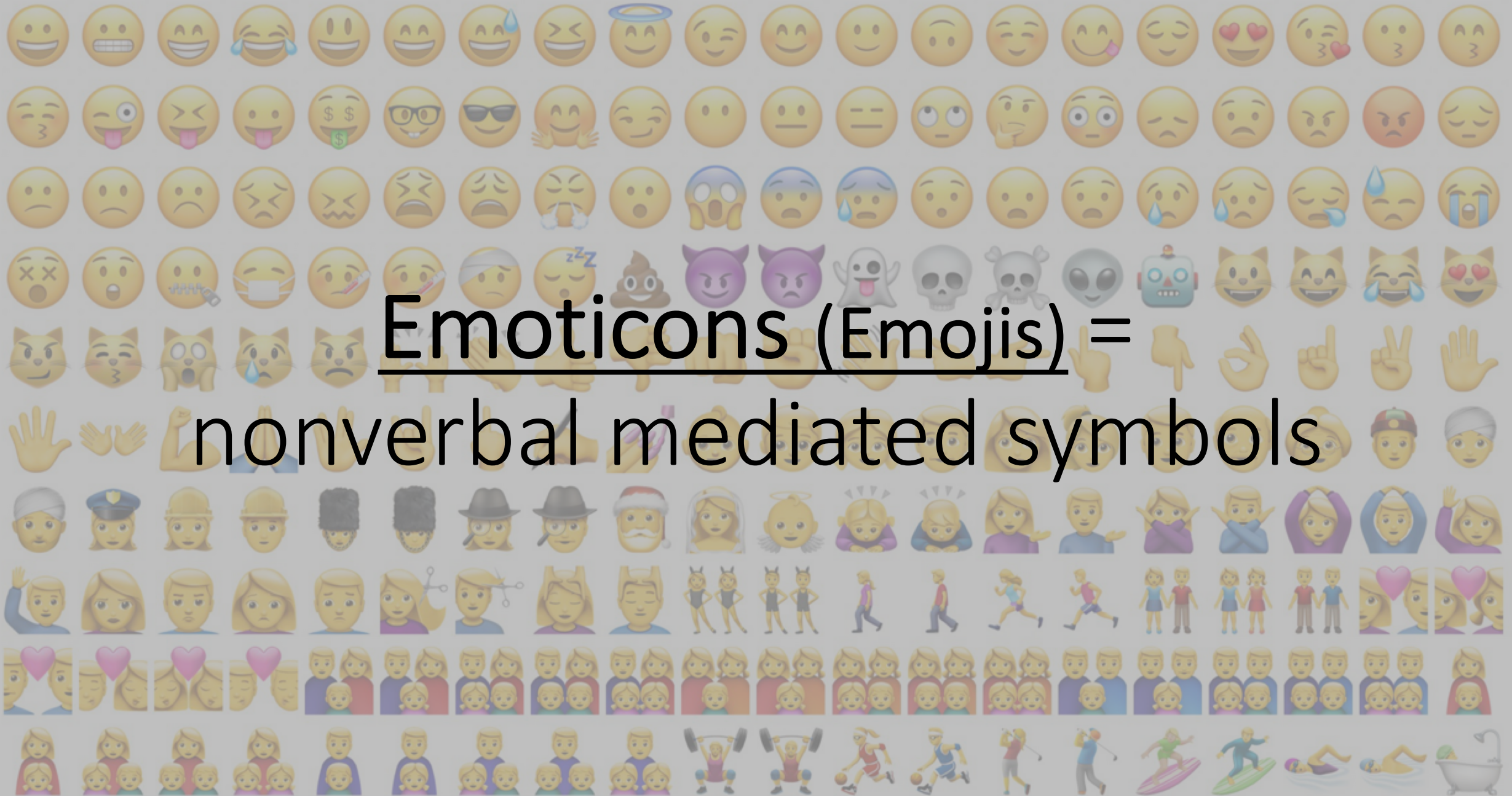


Nonverbal CMC *two types of...*

Cues-filtered-out = no nonverbal cues

Cues-filtered-in = nonverbal cues included

Emoticons (Emojis) =
nonverbal mediated symbols



Chapter 6

Listening = recognizing, understanding, and interpreting.

Hearing = receiving/interpreting sounds

Listening	25%-60%
Speaking	15%-25%
Reading	10%-15%
Writing	5%-10%

Types of Listening

1. Passive Listening = don't respond

2. Active Listening = engaged listening

3. Appreciative Listening = listening for enjoyment

4. Critical Listening = assess the quality

5. Digital Listening = interpret subtle messages in CMC

5 Steps to Active Listening

#1 Paraphrase = repeat back to confirm understanding

#2 Ask Questions

#3 Use nonverbal “encouragers”

#4 Give feedback

#5 Avoid Interruptions

Wolvin and Coakly (1995) said...

“Listening requires three separate but interrelated steps.”

1.) Hearing

2.) Attending to the speaker;

3.) Making a sincere effort to understand what the speaker is saying.

DeVito (2014) said...
“Listening is a five stage model.”

1.) Receiving

2.) Understanding;

3.) Remembering;

4.) Evaluating;

5.) Responding.

Obstacles and Challenges of Listening

1. Laziness
2. Technology is easier
3. Think faster than we speak
4. Self-focus
5. Distractions
6. Bias listening
7. Defensive listening
8. Selective listening
9. Communication apprehension
10. Digital noise

Strategies... to be a Better Listener

1. Know your obstacles
2. Pay attention
3. Be an active listener
4. Turn electronics off
5. Engage in conversation equality
6. Seek to understand
7. Don't judge