



Communicate! 16e Chapter 5:

Nonverbal Messages

By the end of this chapter, you should be able to:

1. **Describe the major characteristics of nonverbal messages.**
2. Identify the types of nonverbal messages we use to communicate.
3. Employ strategies to improve your nonverbal communication as both a sender and receiver.

By the end of this chapter, you should be able to:

1. Describe the major characteristics of nonverbal messages.

2. **Identify the types of nonverbal messages we use to communicate.**

3. Employ strategies to improve your nonverbal communication as both a sender and receiver.

By the end of this chapter, you should be able to:

1. Describe the major characteristics of nonverbal messages.
2. Identify the types of nonverbal messages we use to communicate.
3. **Employ strategies to improve your nonverbal communication as both a sender and receiver.**

A man and a woman in an office setting are giving each other a high-five. The man, on the left, has a beard and is wearing a light blue shirt and a striped tie. The woman, on the right, has long brown hair and is wearing a dark blazer over a white shirt. They are both smiling broadly. The background features a brick wall, a window with a view of the outdoors, and a whiteboard with various charts and documents pinned to it. A desk with papers and a laptop is visible in the foreground.

Nonverbal Communication

is expressing messages without using words, but rather through actions, expressions, and body language.

Nonverbal Messages

are signals we give through body language, tone, and appearance that add to or change the meaning of spoken words.



Semiotics

signs and symbols
used to
communicate
ideas, especially
common in online
communication.



Characteristics of Nonverbal Communication

Nonverbal communication is inevitable



It happens no matter what!

Nonverbal communication is the primary conveyer of emotions

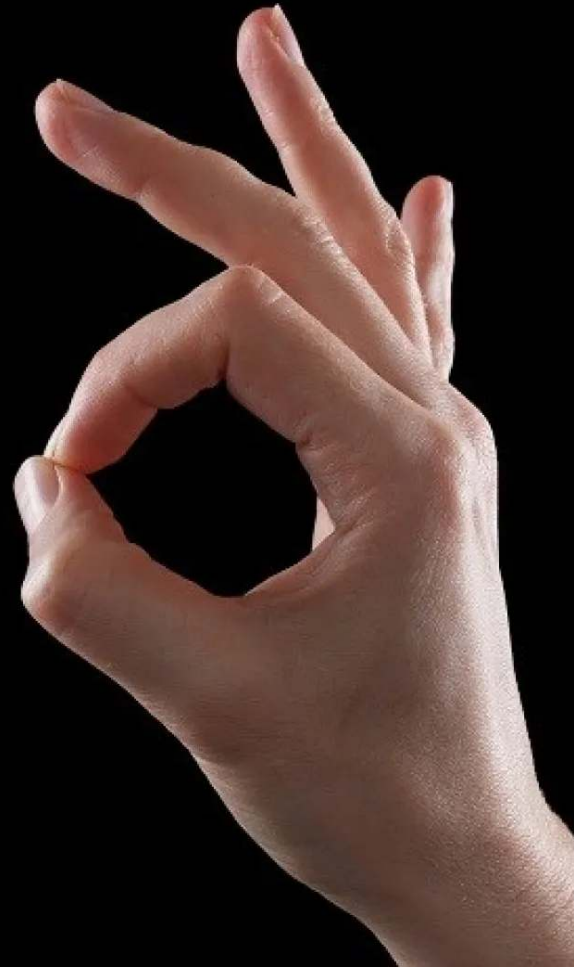
93% of emotion is conveyed non-verbally





**Nonverbal
communication
is multi-channel**

**Nonverbal
communication is
ambiguous**



Types of Nonverbal Communication



Kinesics

Use of the body to communicate

Gestures

- **Emblems**
- Illustrators
- Adaptors



Gestures

- Emblems
- **Illustrators**
- Adaptors



Gestures

- Emblems
- Illustrators
- **Adaptors**





Eye contact

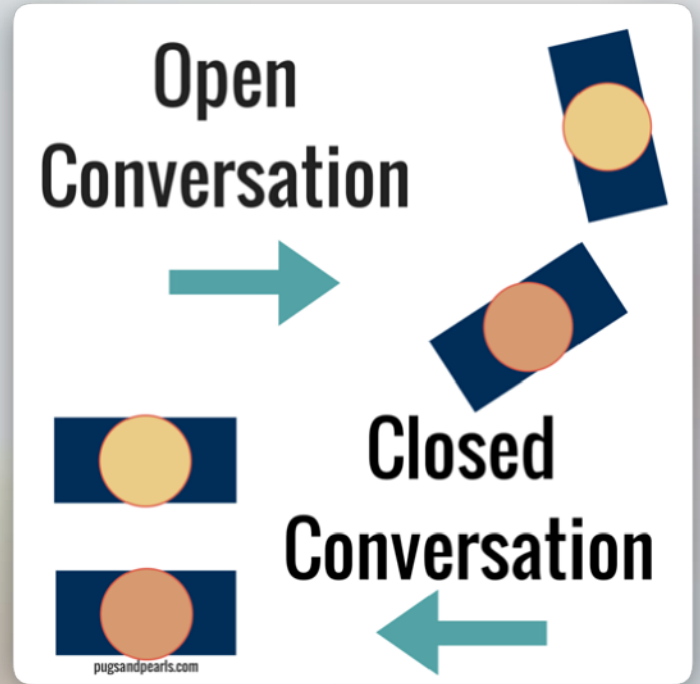


Facial expressions

Posture

Body orientation

(direct and indirect)



A woman with long brown hair, wearing a light-colored ruffled top, sits at a table. She is looking off to the side with a thoughtful expression, her hand resting on her chin. In the foreground, the back of a man's head and shoulders is visible, suggesting a conversation. The background is a brick wall and a window.

Posture

Body movement

Motivated (enhancing) or Unmotivated (distracting)

Haptics

what and how touch communicates

Spontaneous



Ritualized



**Task-
related**



Paralanguage

the voiced part of a spoken message that goes beyond the actual words

Pitch



Rate or Pace





Quality

(timbre/tone)

A close-up photograph of a person's hands playing an acoustic guitar. The lighting is dim and blue-toned. The text "Intonation or Melody" is overlaid in large white font on the left side of the image.

Intonation or Melody



Volume

Vocalized Pauses

(periods and commas)

ENGLISH PUNCTUATION



comma



semicolon



en dash



em dash



hyphen



quotation marks



colon



apostrophe



exclamation point



question mark



ellipsis



parentheses



period



Proxemics

how space and distance communicate

Personal Space

distance maintained with others based on relationships.

- Intimate: 0.5m (1.5')
- Personal: 1.2m (4')
- Social: 3.0m (10')



Territorial Space

space we claim
ownership.





Acoustic Space

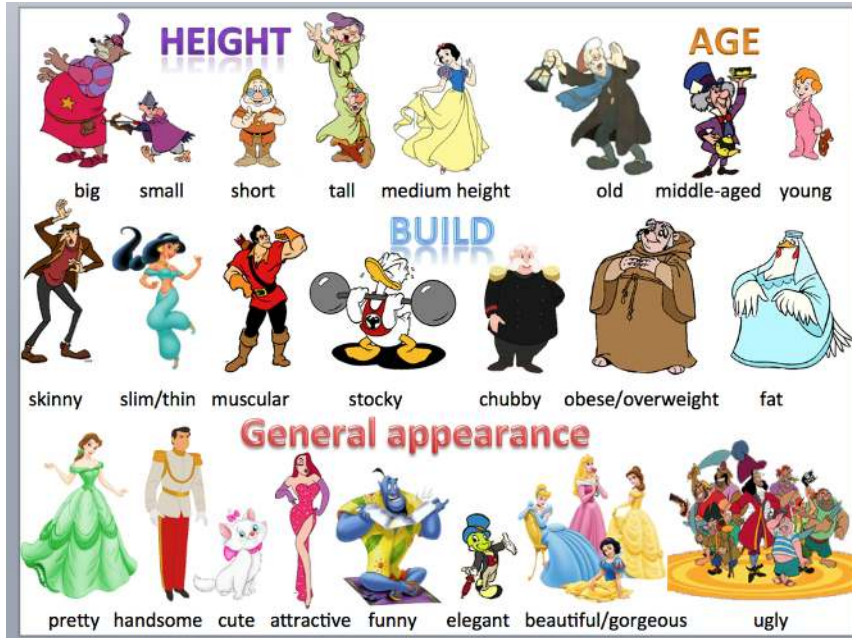
space our voice can be comfortably heard.



Chronemics

how we interpret the use of time

Physical Appearance



Guidelines for Improving Nonverbal Communication

Sending Nonverbal Messages

1. Consciously monitor your nonverbal messages.

2. Intentionally align your nonverbal messages with your purpose.
3. Adapt your nonverbal messages to the situation.
4. Reduce or eliminate distracting nonverbal messages.

Sending Nonverbal Messages

1. Consciously monitor your nonverbal messages.
- 2. Intentionally align your nonverbal messages with your purpose.**
3. Adapt your nonverbal messages to the situation.
4. Reduce or eliminate distracting nonverbal messages.

Sending Nonverbal Messages

1. Consciously monitor your nonverbal messages.
2. Intentionally align your nonverbal messages with your purpose.
- 3. Adapt your nonverbal messages to the situation.**
4. Reduce or eliminate distracting nonverbal messages.

Sending Nonverbal Messages

1. Consciously monitor your nonverbal messages.
2. Intentionally align your nonverbal messages with your purpose.
3. Adapt your nonverbal messages to the situation.

4. Reduce or eliminate distracting nonverbal messages.

Interpreting Nonverbal Messages

1. Remember that the same nonverbal message may mean different things to different people.

2. Consider each nonverbal message in context.
3. Pay attention to the multiple nonverbal messages and their relationship to the verbal message.
4. Use perception checking.

Interpreting Nonverbal Messages

1. Remember that the same nonverbal message may mean different things to different people.

2. Consider each nonverbal message in context.

3. Pay attention to the multiple nonverbal messages and their relationship to the verbal message.

4. Use perception checking.

Interpreting Nonverbal Messages

1. Remember that the same nonverbal message may mean different things to different people.
2. Consider each nonverbal message in context.

3. Pay attention to the multiple nonverbal messages and their relationship to the verbal message.

4. Use perception checking.

Interpreting Nonverbal Messages

1. Remember that the same nonverbal message may mean different things to different people.
2. Consider each nonverbal message in context.
3. Pay attention to the multiple nonverbal messages and their relationship to the verbal message.

4. Use perception checking.