

NONVERBAL COMMUNICATION

“You’d better smile when you say
that, Pilgrim!”

DEFINITION

A process whereby people, through the intentional or unintentional manipulation of normative actions and expectations, express experiences, feelings, and attitudes in order to relate to and control themselves, others, and their environments.

(Hickson & Stacks, 1985)

LINKS [RELATIONSHIPS] BETWEEN NONVERBAL AND VERBAL COMMUNICATION

- Complementing
- Conflicting
[contradicting]
- Substituting
- Accenting

NONVERBAL RULES

- Nonverbal communication must be read in **clusters.**
- Nonverbal communication is culture-specific.

NONVERBAL CATEGORIES

- Kinesics – body language
- Oculesics [ocalics] – use of eyes
- Proxemics – use of space
- Haptics – touching behavior
- Vocalics [paravocalics or paralanguage]
not what you say but HOW you say it

nonverbal categories continued

- Objectics [artifactics] – use of objects/artifacts
- Chronemics – use of time
- Olfactics – use of smell
- Gustorics – use of taste

kinesics

- Includes gestics, facsics, body synchrony, attractiveness, height, build
- Speech related gestures may be
 - Emblems
 - Illustrators
 - Regulators
 - Affect displays
 - adaptors

oculesics

- “The eyes are the windows to the soul.”
- Eye contact is VERY culturally determined.

proxemics

- Territoriality
- Spacial Distances in America
 - Intimate zone (0' - 18")
 - Personal zone (18" – 4')
 - Social zone (4'-12')
 - Public zone (12' - ∞)

We say a person's personal bubble is 3 feet.
That is a diameter of intimate zone.

- Small group ecology

haptics

- Who can you touch?
- When can you touch?
- How can you touch?

vocalics

- The text combines two common names into one: vocalics and paralanguage = paravocalics.
- It is all aspects of the voice other than the words themselves.

objectics

- Communication through the use of artifacts.
- Communicate
 - Marital status
 - Economic status
 - Social status/membership
 - Personality

chronemics

- America is an extremely time conscious culture
- Latin cultures versus Anglo cultures

olfactics

- A smell can trigger the oldest of memories
- We can remember what we smell longer than what we see & hear.
- Americans are very smell conscious
- Can even be used as a warning system

gustorics

- Can communicate pleasure, displeasure or warning
- We can savor flavors we enjoy.
- What one person perceives as mildly spicy may be hot and displeasureable to another