

## BODY LANGUAGE:

Non-Verbal Communication is the communication without use of language either spoken or written. The predominant form of Non-Verbal Communication is through Body Language / Kinesics.

Body Language refers to any kind of bodily movements like Postures, Gestures, Eye Contact, Facial Expressions, Silence, Touch, Paralanguage, Appearance etc, which transmits a message to the Observer or Listener.

Study shows that 7% of the Messages conveyed is through WORDS only, and the remaining 93% is Non-Verbal - 55% of Communication is based on Body movements & Signals, 38% is transmitted through Tone or Voice or Pitch etc.

Body Language is the communication of personal feelings, Emotions, Attitudes, Thoughts through various Body Movements either consciously or unconsciously, voluntarily or involuntarily.

### Body Language Helps:

- i) Repetition of Verbal Message
- ii) Contradiction of Verbal Message
- iii) Substitution of Verbal Message
- iv) Complimenting Verbal Message
- v) Accenting/Influencing Verbal Message.

Body is more Articulative than Words  
in Communicating Emotions.

Voluntary Body Language refers to Movements, Gestures & Poses Intentionally made a person - Conscious Smiling, Hand movements etc

Involuntary Body Language very often takes the form of facial Expressions, as a means to identify the emotions of a person with whom one is communicating.

PARTS OF BODY LANGUAGE: One can send signals with individual parts of the body as well as together. Details of the contributions of each part of the body as follows:

- 1) Facial Expression
- 2) Gesture
- 3) Paralinguistic
- 4) Postures
- 5) Proxemics
- 6) Eye gaze
- 7) Haptics
- 8) Appearance
- 9) Eye Contact.

1. FACIAL EXPRESSION: Facial expressions are responsible for a huge proportion of Non-Verbal Communication — Smile, Frown. Non-Verbal Communication and behavior can vary dramatically between cultures, the facial expressions for Happiness, Sadness, Anger & Fear are similar throughout the world.

2. GESTURES: Deliberate Movements and Signals of body parts is called Gestures. Common gestures include Waving, Pointing, Using fingers to indicate Number. Other Gestures are arbitrary and related to Culture.

3. PARALINGUISTIC: Paralinguistic refers to Vocal Communication that is completely separate from actual Language. Paralanguage is like Language but not actual language, which includes factors - Tone, Voice, Loudness, Pitch, Pronunciation, Articulation.

Listeners generally approve and listen with enthusiasm, when a speech is delivered with a strong tone of voice. A hesitant tone of voice might convey Disapproval and lack of interest.

4. POSTURE: Posture and movement can also convey a great deal of non-verbal communication. Research shows that non-verbal behaviors can indicate feelings and attitude through Postures.

5. PROXEMICS: People often refer to their need for 'Personal Space' or proxemics as an important mode of Non-Verbal Communication for many reasons -  
i) Safety ii) Easy Communication iii) More Intimacy or Affection iv) Element of Threats v)

The amount of Distance or Nearness or Space is influenced by a lot of factors:  
i) Social Norms ii) Situational Factors iii) Personality Characteristics iv) Level of Familiarity.

6. EYE GAZE: Looking, Staring and Blinking are also important non-verbal behaviours. When people face people or things that they like, the rate of Blinking increases and Pupils dilate. Looking at another person can indicate a range of Emotions including Hostility, Interest & Attraction.

7. HAPTICS: Communicating through Touch is another important non-verbal behaviour. Touch indicates intimacy or warmth of feeling as in infancy of Mother-Child Relationship, or Hug/Embrace in Courteous Bondings between Partners. Blind Person also universally communicates through Touch.

8. APPEARANCE: Our choice of Colour, Clothing, Hairstyle and other factors affecting Appearance, are also considered a means of Non-Verbal Communication. Colours can invoke different moods in human psychological behaviours. So also Appearance which can very well alter physiological reactions, Judgement and Interpretations.

9. EYE CONTACT: Eye Contact is an important aspect of Social Interaction. This Eye Contact becomes a source of embarrassment for Shy and Anxious People. But basically Eye Contact can be for different purposes -  
i) Showing Attention ii) Showing Interest  
iii) Inviting Interaction iv) Providing Feedback  
v) Revealing Attitudes.

## USES OF BODY LANGUAGE:

- i) Body Language in Building Industrial Relations: Body Language has a greater role to play in building Industrial Relations. It helps in  
a) Motivating Others b) Team Building c) Negotiating Styles d) Developing Networking.
- ii) Body Language in Building Interpersonal Relations: Body Language plays a significant role in maintaining Interpersonal Relationships especially between Management and Employees  
a) Increased Eye Contact helps people to like each other.  
b) Friendly facial Expressions and Smiles help people to get motivated.  
c) Forward lean in Posture helps in making situation less formal.
- iii) Body Language is a vital factor in human relationships.
- iv) Body Language plays a significant role in the field of selling, Insurance Companies, Banks, Car & Automobile Showrooms & directly Selling Companies.
- v) Body Language is an important medium of expressing Emotions like Anger, Anxiety, Happiness Tiredness etc.
- vi) Body Language is also useful in investigations, if anyone trying to give false information, body Language will reveal the truth.

## TIPS FOR IMPROVING BODY LANGUAGE:

1. Keep your Arms & Legs Open. 2. Develop Proper Eye Contact but Don't Stare 3. Relax your Shoulders 4. Nod at Appropriate Time 5. Sit Straight 6. Lean, but not too much. 7. Keep your Head up. 8. Keep Positive Attitude 9. Make Proper Handshake 10. Use Appealing Tone.
11. Maintain Proper Facial Expression. a) Smile whenever Required b) Keep your Limbs Calm & Open.
- 14) Always keep your Hands Down 15. Maintain Proper Personal Space / Proximity
16. Use Proper Gesture & Posture at Proper Time.
17. Appear in Time - Reaching in time creates a very first impression that one can deal

with New Client, Potential Boss in any activity ⑤  
of the Corporate World.

## IMPORTANCE OF BODY LANGUAGE:

1. It helps to Engage the Audience
2. It tells how Confident & Persuasive a Presenter is.
3. It helps in Highlighting the Idea/Topic.
4. It Increases Overall Effectiveness of any Presentation.
5. It Attracts Attention & Feedback.
6. It can change the Meaning of a Word/Expression.
7. A Powerful Tone/Voice, Proper Pronunciation & Articulation Being Applause & Success
8. It helps in Overcoming Nervousness & Stage Fear/Fright.

## INTERPRETING BODY LANGUAGE:

Body Language is based on instinct and common sense very often. However, here are few broad ready reckoner of interpreting Body Language.

1. "I am receptive"
  - i. Leaning forward
  - ii. Open body
  - iii. Open arms
  - iv. Open hands.
2. "I am Listening"
  - i. Head tilted
  - ii. Lots of eye contact
  - iii. Nodding
  - iv. High blink rate.

3. "I am bored"
1. Staring into space III Foot tapping.
  - II. Slumped posture

4. "I want to say something."

1. Finger tapping
- II. Foot tapping
- III. Staring.

5. "I am eager"
1. Feet under chair
  - II. On toes
  - III. Leaning forward.

6. "I want to leave."
1. feet towards door.
  - II. Looking around.
  - III. Buttoning up shirt.

7. "I am angry"
1. Leaning forward.
  - II. finger pointing
  - III. Fists clenched.

8. "I am interested."
1. Arms behind back
  - II. Smile
  - III. Open feet.

9.

CONNECTED SPEECH (INTONATION  
IN EVERYDAY SPEAKING & CONVERSATION)MANOJKU BEHERA  
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Stress is the Music and Intonation is the Melody of Spoken English. There is no language in the world, which is spoken without any change in Tone or Intonation and Stress.

In everyday conversation, or speaking in any formal/informal settings, or in connected speech, every speaker makes use of Intonation in variety of ways — Sometimes the Pitch of the Voice/Tone Rises from Low to High, Sometimes the Pitch of the voice/Tone Falls Down from High to Low and sometimes the Pitch or Tone remains Steady. This change of Tone occurring in variety ways, used by the speaker, is called Intonation. Intonation is an integral part of Connected Speech — may be general conversation or speaking/presentation in informal or formal atmosphere.

It serves so many functions in Spoken English in general:

- It provides accurate Pronunciation
- It conveys Meaning that the speaker attaches for every word in a sentence and sentence in Connected Speech.
- It conveys the Mood of the speaker.
- It provides the Thought Process/Expression of the speaker through Intonation.
- It provides Sense, Meaning of a sentence.

- It divides into different sense groups — Statement, Question, Commands, Requests etc.
- It expresses the emotion
- It also provides Emphasis or focus the Speaker wants in Conversation.



