



# ANJUMAN-I-ISLAM'S KALSEKAR TECHNICAL CAMPUS NEW PANVEL

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SCHOOL OF ENGINEERING & TECHNOLOGY  
SCHOOL OF PHARMACY  
SCHOOL OF ARCHITECTURE

No Verbal  
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# KINESICS

***Communication by means of body movements without the use of words is called as kinesics.***

- **Gesture:** Involuntary movements of the hands or the head with the intention to communicate.
- **Postures:** Way of sitting, standing or simply carrying oneself well.
- **Dress & Appearance:** Clothing, hair style, personal hygiene, use of cosmetics and accessories and footwear, etc. are a part of personal appearance.

# PROXEMICS

- *The study of human use of space and the effects that has on behavior, communication and social interaction.*
- In a professional setting, space is used to signal power and status.
- Space can be used psychologically to build rapport or event to intimidate.
- Every culture has different levels of physical closeness appropriate to different types of relationships and individuals learn these distances from the society in which they grow.

# HAPTICS

- Communication taking place by means of direct physical contact is called as Haptics.
- Haptics interaction between the genders is culture specific and requires utmost care.
- E.g. patting someone on the back, shaking hands, cuddling, etc.
- Handshake: Hard- rude, feeble- disinterest, firm- friendliness
- Superior tapping the subordinate.

# PARALINGUISTICS / VOCALICS

- Voice Quality: The voice quality distinguishes one from the other.
- Volume: Loudness or softness of the voice.
- Pace/ Rate: Slow speaker are dull and monotonous, fast speaker may cause discomfort.
- Pitch: Vibrations of voice. The rise and fall of voice conveys emotions.
- Silence: It indicates favor or disagreement.

# CHRONEMICS

- We constantly attempt to control time , trying to use it more effectively.
- It is the usage of time in communication.
- The image of an employee depends on his use of time. For e.g. if you are late for an appointment, people view you negatively.
- If you are deeply associated with someone, you spend more time being with him or vice versa.

# OCULESICS

- It is the study of eye movement, eye behavior, gaze, and eye-related nonverbal communication.
- Eye Contact can be Direct and Indirect
- Eye Movement occurs voluntarily or involuntarily. It includes changing eye direction, changing focus, or following objects with the eyes.
- Gaze Direction or Gazing deals with communicating and feeling intense desire with the eye, voluntarily or involuntarily.

# OCULESICS cont...

- ❑ Eye contact helps in sending and receiving feedback.
- ❑ Avoiding eye contact during conversation signifies disinterest or afraid off.
- ❑ Maintaining positive eye contact during communication can improve interpersonal communication and make the process successful.



# Silence

- *Silence can be an important tool in communication, if used effectively.*
- It helps in preventing communication: If one doesn't want to communicate with a person, you can silence to prevent the communication.
- It helps in seeking attention: Silence before a speech, helps to get attention. It emphasizes an idea or attract attention when people are distracted.
- To express agreement / disagreement: Silence during talk may express agreement to a speaker's idea and during one to one communication if remained silent then it signifies disagreement.
- To show respect / disrespect: If you are listening to someone obediently then the silence signifies respect and if someone asks a question and you don't reply then its disrespect.