

Developing Soft Skills and Personality
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Lecture – 36
Non- Verbal Communication: Pre-thinking Assessment-2

Hello everyone, welcome back to developing soft skills and personality course. This from IIT Kanpur, using NPTEL and MOOC mode, we are in the finally, module of week number 6 and this is the last lecture of this module that is lecture number 36. We started with communication skills in general for this entire week and towards the conclusion starting with a previous lecture, I started checking your existing knowledge about non verbal communication by giving you are thinking assessment activity. We take the first one in the previous lecture and we will do the next one in this.

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Highlights

Highlights of the Last Lecture

Non-Verbal Communication

1st Pre-Thinking Assessment for checking your existing knowledge about body language and to clear certain misconceptions about non-verbal communication.

True Statements:

1. Women have natural sensitivity towards body language than men.
2. A dishonest person avoids eye contact.
3. The more space a person occupies, the more power he enjoys.
4. One shows traits of aggressiveness while sitting with his legs on a desk with his hands clasped behind his head, especially before someone.
5. Crossing the hands, legs or the ankles is a defensive gesture.
6. Steepling with the fingers and hands show confidence.
7. Smoking a cigarette, especially before an interview or such activity, is considered a sign of anxiety or nervousness.
8. Showing your thumbs up indicates a successfully completed job or victory.
9. Babies are more sensitive to body language than adults.
10. Involuntary body language reveals a person's inner thinking or feelings.
11. People maintain their appointments and meet deadlines according to their perceptions of time.

False Statements:

1. Sitting lower than the other person with whom you are interacting indicates dominance or authority.
2. Resting your head in the palm of your hand indicates interest in the subject.
3. Non-verbal communication is less intense and impactful than verbal communication.
4. When we stop talking to somebody verbally, we stop the entire communication itself.

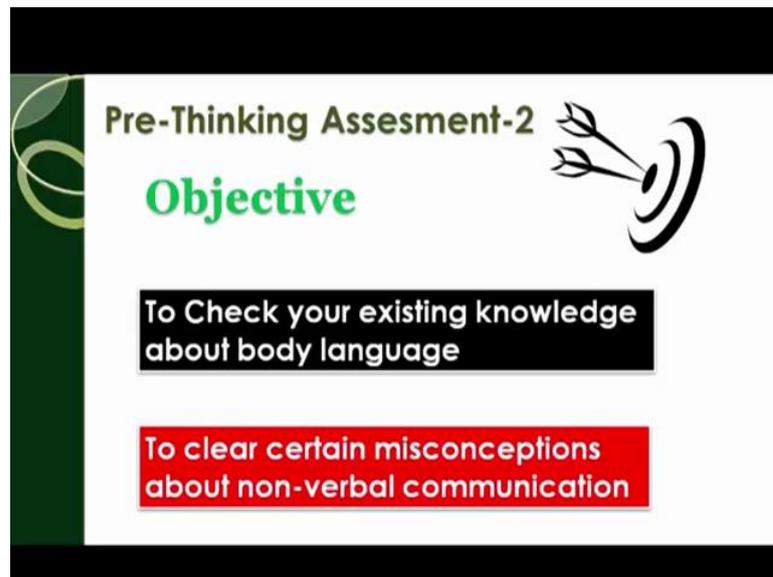
But what did you learn from the first one, let us take a quick look at what you learn from the first one; I try to give you a test in the form of true or false just to check your non verbal communication and that was the first 3, pre thinking assessment. Use to check your existing knowledge about body language and to clear certain misconceptions about non verbal communication. So, I mix the true or fall statement, but for just to quick review of what I did, let us look at the true statements first, and then look at the false statements in the pre thinking assessment there were 11 true statements, and 4 false

statements for here, convenience I have put all eleven statements and a true first and then false statements four of them under falls. So, let us look at them very quickly.

The true statements were; 1- Women have natural sensitivity towards body language than men. 2- A dishonest person avoids eye contact. 3- The more space a person occupies the more power he enjoys. 4- One shows trait is of aggressiveness while sitting with his legs on a desk with his hands clasped behind his head, especially before someone. 5- Crossing the hands legs or the ankles is a defensive gesture. 6- Steepling with the fingers and hands show confidence. 7- Smoking a cigarette especially before an interview or such activity is considered a sign of anxiety or nervousness. 8- Showing your thumbs up indicates a successfully completed job or activity. 9- Babies are more sensitive to body language than adults. 10- Involuntary body language reveals a person's inner thinking or feelings. 11- People maintain their appointments and meet deadlines according to their perceptions of time.

Now, the false statements which were four in number, first one sitting lower than the other person with whom you are interacting indicates dominance or authority is false second resting your hand in the palm of your hand indicates interest in the subject is also false, because it indicates burden third one, non verbal communication is less intense and impactful than verbal communication no it is more intense, four when we stop talking to somebody verbally we stop the entire communication it iself wrong because we start communicating non verbally the moment we stop verbally. In fact, we are all the time communicating verbally as well as non verbally.

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Pre-Thinking Assessment-2

Objective

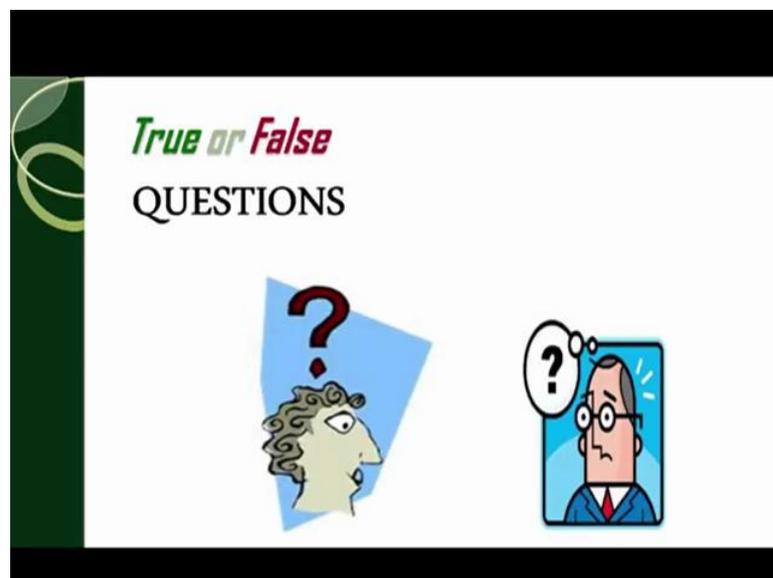
To Check your existing knowledge about body language

To clear certain misconceptions about non-verbal communication

The slide features a target icon with three arrows hitting the bullseye in the top right corner. The text is presented in a clean, sans-serif font. The word 'Objective' is in a larger, bold green font. The two objective statements are contained within black and red rectangular boxes, respectively.

Let us go to the second pre thinking assessment in this lecture and the objective is the same as the previous one it is just to check your existing knowledge about body language and to clear certain misconceptions about non verbal communication.

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True or False
QUESTIONS

The slide features two cartoon illustrations: a woman's head with a question mark above it, and a man's head with a question mark above it, both set against a blue background.

The slide has a decorative green and white circular pattern on the left side. The text 'True or False' is in a stylized, italicized font, and 'QUESTIONS' is in a bold, sans-serif font. The illustrations are simple and colorful.

Again a very simple true or false note takes your note book or a piece of paper takes your pen or pencil. Whatever you prefer and then you just start to write down this term about 10 questions and say true or false again, I will repeat the questions and that is the time you have got I say said avoid pausing it going back and then re listening.

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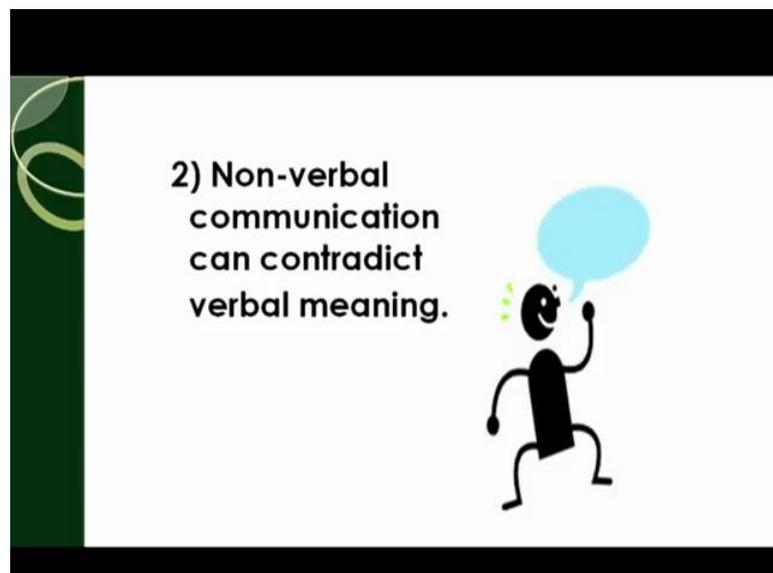
True or False

1) Silence can be used as a powerful means of dominance.

Listen to a carefully I am going to repeat it and use the time to write true or false it is important to response continuously. So, that you can really assist what is your actual inherent knowledge in your mind and if it is wrong then you can undo it. So, do not think. So, much act very spontaneously.

The first one say true or false silence can be used as a powerful means of dominance the question is like can be really you silence as a powerful as a powerful means of dominance. So, say true or false.

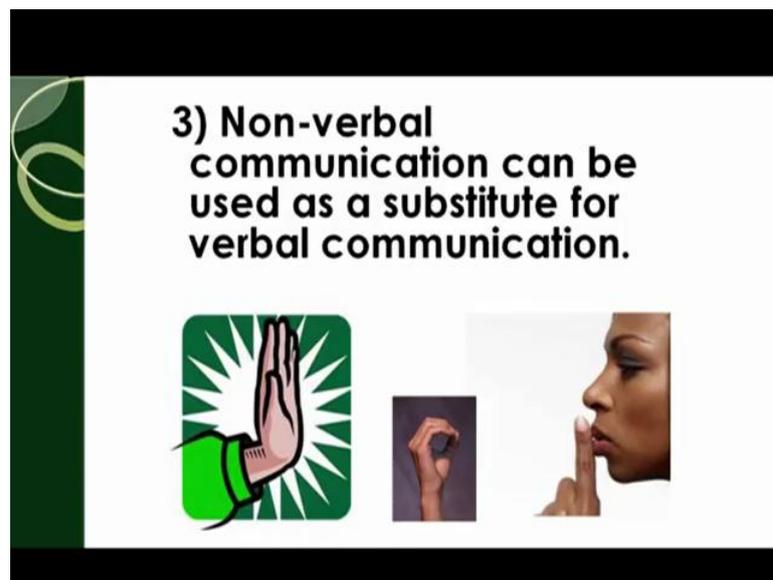
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2) Non-verbal communication can contradict verbal meaning.

Let me go the next one second, one non verbal communication can contradict verbal meaning non verbal communication that is our body language can contradict verbal meaning which means, you say something, but then can your body language mean something else by the way it behaves by the way it acts. So, that is question number two; non verbal communication can contradict verbal meaning I hope you are given the answer.

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3) Non-verbal communication can be used as a substitute for verbal communication.

The slide features three distinct images illustrating non-verbal communication. On the left is a stylized illustration of a hand with a green sleeve, palm facing forward, set against a green background with white radiating lines. In the center is a small photograph of a hand holding a small, dark object. On the right is a photograph of a woman's profile, with her right index finger pressed against her lips in a universal gesture for silence.

I am going to the next one, question number three non verbal communication can be used as a substitute for verbal communication non verbal communication, can be used as a substitute for verbal communication this means instead of using words can you use non verbal communication, so think about, it true or false.

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4) Some non-verbal signs are universal and commonly acceptable.



I am going to the next one, some non verbal signs are universal and commonly acceptable some non verbal signs are universal and commonly acceptable.

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5) Gestures, which indicate similar verbal meaning, can differ non-verbally according to their cultural backgrounds.



Fifth one gesture, which indicates similar verbal meaning, can differ non-verbally according to their cultural backgrounds.

So, gestures whatever, you do using your hand and part of your body in verbal communication, it may mean the same thing, but it can differ non-verbally according to their cultural backgrounds that is the statement say it true or false.

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6) The face is the most powerful channel of non-verbal communication.



Let me go to the next one; sixth one, the face is the most powerful channel of non verbal communication. So, we have lots of channels face hands our entire body our like feet even the fingers even our posture gave the way we sit, but overall it is said that the face is the most powerful channel of non verbal communication. So, it true or false.

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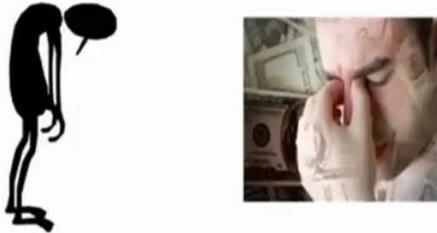
7) We move away from persons we dislike.



Let me go to the next one; seventh one, we move away from persons we dislike it means we maintain distance, we tried to move away from persons we dislike in terms of body language say it true or false.

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8) Negative non-verbal signals are more noticeable than the positive ones.



The slide features a green decorative border on the left with overlapping circles. The main content is on a white background. On the left, a black stick figure is slumped forward with its head down, and a speech bubble is positioned above it. To the right of the stick figure is a small, square photograph of a person's face, showing their hand covering their eyes and forehead, suggesting distress or pain.

Next one, negative non verbal signals are more noticeable than positive ones, so, positive ones like happiness negative once like depression negative non verbal signals are more noticeable than the positive ones just say it true or false.

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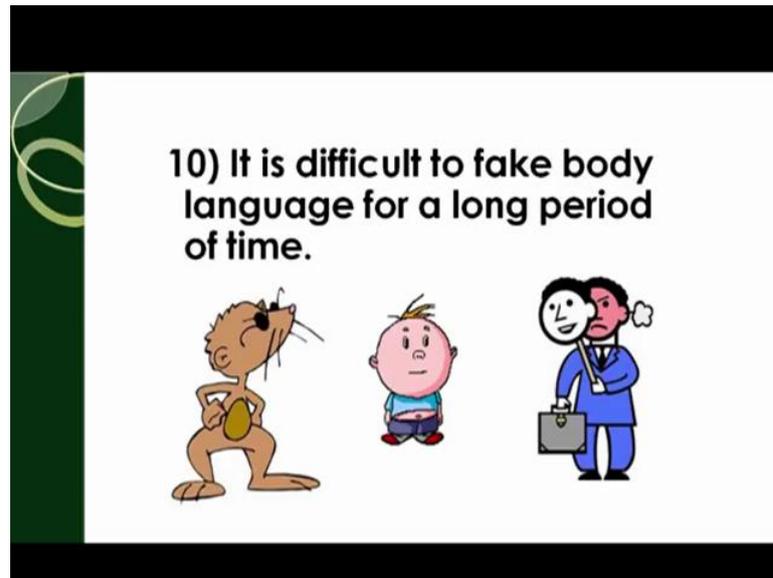
9) Awareness of your body language can help you control it.



The slide features a green decorative border on the left with overlapping circles. The main content is on a white background. On the left, the text is displayed. To the right, there is a cartoon illustration of a person with short brown hair, wearing a yellow shirt and blue pants, sitting in a pink chair at a desk. They are looking at a computer monitor. The monitor displays several colorful smiley faces, representing positive emotions or feedback.

Ninth one, awareness of your body language can help you control it. So, it simply means knowing your body language can help you control it say it true or false.

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And the last one; tenth one, it is difficult to fake body language for a long period of time. So, fake is to cheat sometimes you can use your body language to hide certain things. So, the question is asking or it sees it is difficult to fake body language for a long period of time.

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Let me go to the answers a we ready to give one mark each for the correct answers, and zero for the wrong ones. The first one answer is true, silence can be used as a powerful means of dominance, yes it dream intimate relationships between boss and the worker.

When one of the persons stops talking avoids interacting. So, silence can be used as a powerful means of dominance the other person, if he or she cares about the relationship submit is become sub massive is to what our demands given by the other person. So, this is interesting right you do not have to always shout yell at the other person talk all the time to control, but you can you silence very effectively to control the other person especially in terms of relationships contacts in terms of human communication.

The second one is also true non verbal communication can contradict verbal meaning. So, it simply means your body language can contradict what you tell someone. So, you say I am not interested, but your eyes are showing that you are really interested. So, that is what it means the third one, non verbal communication can be used as a substitute for verbal communication the answer is true as it is given in the picture it itself. You can say silence please or you can simply put your finger on the mouth indicating do not talk you can say stop this nonsense or you can powerfully just show your hand and tell the person just stop it I do not like it.

Forth one; is also true some non verbal signs are universal and commonly acceptable yes. In fact, most of the non verbal signs are universal and commonly exciting. For example, happiness for example, we are going to look at some basic expressions non verbal signs which are universally acceptable at this face that indicates happiness and the face that indicate sorrow. So, there are no two opinions on that. So, it is universally acceptable the next one gesture, which indicate similar verbal meaning can differ non verbally according to their cultural backgrounds showing the sign for example, it can verbally mean one thing, but culturally it can mean different things when you show the way in different backgrounds. So, one has to be careful. So, this again we will look at with more examples.

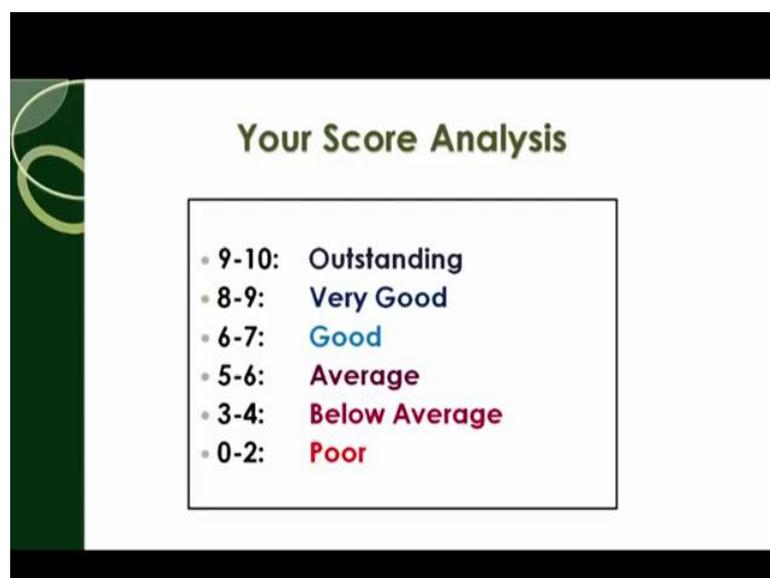
The sixth one, the face is the most powerful channel of non verbal communication, the answer is true; because, if you observe only the face the eyes the way the face looks then, the smile or lack of smile the seriousness are lack of seriousness everything can be seen from the face it itself. So, you can easily gage the person's interest by looking at the facial expressions. The seventh answer is also true the move away from persons we dislike yes and we gravitate, move towards the persons we like. So, I have put the picture where this two small boys they like each other they want to be close they put hand on each other,

but when you do not like someone you would try to maintain distance you do not want to go close.

Eighth one negative non verbal signal are more noticeable than positive ones; obviously, yes unless you are very expert in concealing. When you are sat close people will notice it immediately. So, you can even hide your happiness little bit, but this sadness depression that you are unhappy you are angry you are frustrated. So, those things will be seen by your posture by the way you talk by the way you respond to people ninth one is also true awareness of your body language can help you control it is the very important one as far as our course is concerned and our lesson is concerned because if you know your body language the knowledge about what your body can do in terms of communication how you can use your body how you can use non verbal communication very effectively it will help you control it both to help you communicate properly as well as to avoid some of the limitations that involuntary body language will change. So, it is true awareness will actually help you to control it.

The last one; tenth one, it is difficult to fake body language for a long period of time yes. So, if you are happy you can hide and show that you are sad, but sometime and vice-versa. If you are sand you can hide it for some time, but in times it will be seeing by people you cannot fake you cannot hide it for a long period of time. So, it is very difficult to fake body language for a long period of time.

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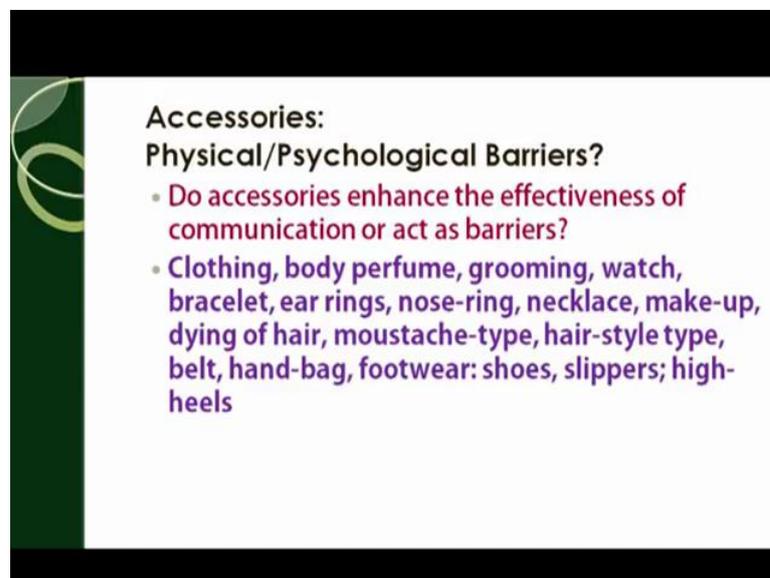
Your Score Analysis

- 9-10: Outstanding
- 8-9: Very Good
- 6-7: Good
- 5-6: Average
- 3-4: Below Average
- 0-2: Poor

Let us go to your score analysis, I hope this time you are done better there are only 10 questions and all of them the true 9 out of 10. If you have got you are outstanding in terms of non verbal communication you are already in expert 8 to 9, is very good it is in the excellent category. 6 to 7 is good, but 6 to 5 is average or slightly above average. If you are touching 6, 3 to 4 is below average and 0 to 2 is poor. As I was telling you, if you are going below 6, you definitely need to improve you are lot if you are in good very good category you can enhance, if you are outstanding just keep checking where you are liking in something where you need more skills to develop, but you are already have you are develop something in terms of non verbal skills or you are a good observer already hold the skill and that is the one, that is going to help you in terms of developing soft skills and your personality.

Now, before I conclude I want to continue with something I talked about, two lectures before about the barriers in communication now one aspect of body language, which we will talk about later, but it is just sort of relevant to what we have done today is accessories now think about this question.

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Accessories:
Physical/Psychological Barriers?

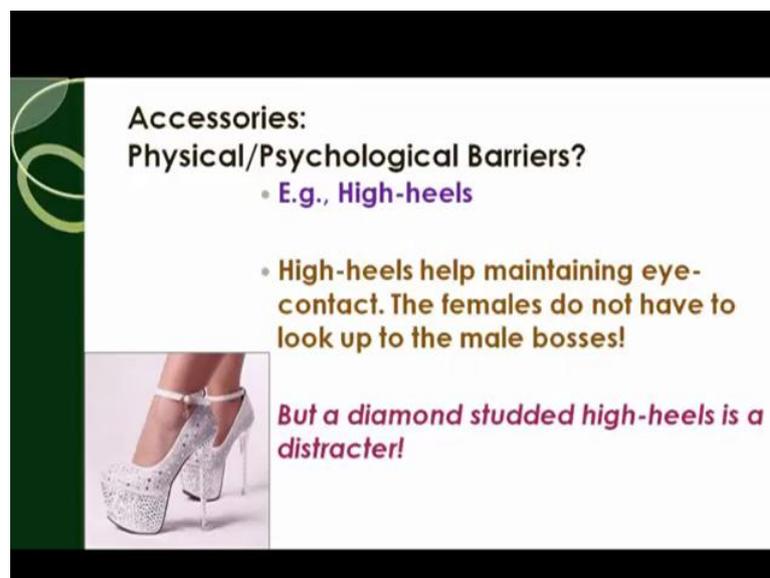
- Do accessories enhance the effectiveness of communication or act as barriers?
- Clothing, body perfume, grooming, watch, bracelet, ear rings, nose-ring, necklace, make-up, dying of hair, moustache-type, hair-style type, belt, hand-bag, footwear: shoes, slippers; high-heels

I am not giving in you any marks, but can accessories that is the clothing the dress you wear the perfume you have the groom in the way you dressed, the watch you wear, the bracelet, ear rings, nose ring, necklace the makeup you put or the makeup you do not put, dying of hair, the color you use for dying or not dying moustache, type having

moustache not having it and having different kinds of moustache hair style, type belt, hand bag, foot wear. So, wearing shoes or slippers high heels, now all these are accessories which also contribute to our body language and they are symbolically try to convey something.

But can they act is a physical or psychological barrier do accessories enhance the effectiveness of communication or act as barriers. So, what is your answer do accessories enhance the effectiveness of communication or act as barriers the answer is depends on what accessories you use how appropriately you use and in which context to you use and to whom you use and what kind of meaning you want to convey, through the accessories I will give you some examples and it becomes must clear to you.

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Accessories:
Physical/Psychological Barriers?

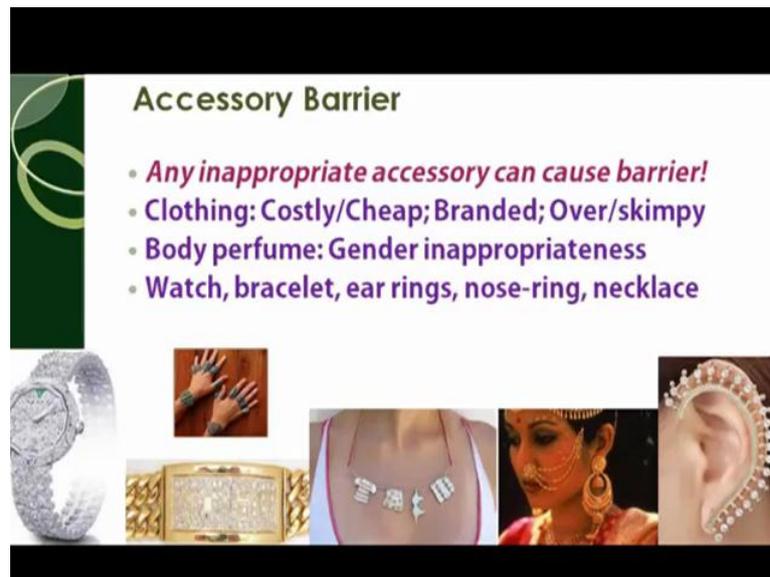
- E.g., High-heels
- High-heels help maintaining eye-contact. The females do not have to look up to the male bosses!

But a diamond studded high-heels is a distracter!



Take for example; high heels, now high heels actually help maintaining eye contact for the females the women especially, if they have less height. So, if they want to look up looks straight eye to eye to the men who are taller. So, this gives a kind of feeling that they are on par they are equal and they do not have to look up to the male bosses. So, that give some security, but if somebody is wearing a diamond studded high heels it will be a distracter or any kind of high heels that will just glare the eyes of other people instead of looking at the person into the eyes responding to the facial expressions, if they keep looking at the high heels that is one. So, that is really a distracter and it is going to be a kind of barrier both physical as well as psychological.

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Accessory Barrier

- **Any inappropriate accessory can cause barrier!**
- **Clothing: Costly/Cheap; Branded; Over/skimpy**
- **Body perfume: Gender inappropriateness**
- **Watch, bracelet, ear rings, nose-ring, necklace**

The slide includes several images illustrating accessories: a diamond watch, a gold bracelet, a necklace, a woman wearing large earrings, and a close-up of a pearl earring.

Same way the accessory barrier can have in terms of any inappropriate accessory that is use in inappropriate situations, clothing for example. Do you wear costly or cheap clothing? So, that depends on the context. In an interview for example, you are expected to go with a decent clean one, but then if you go with this very costly jackets and then the band is known some leather jacket, were we even when it is not and then branded just to flaunter brand sometimes over dressing and sometimes dressing skimpily would revealing where it is not required.

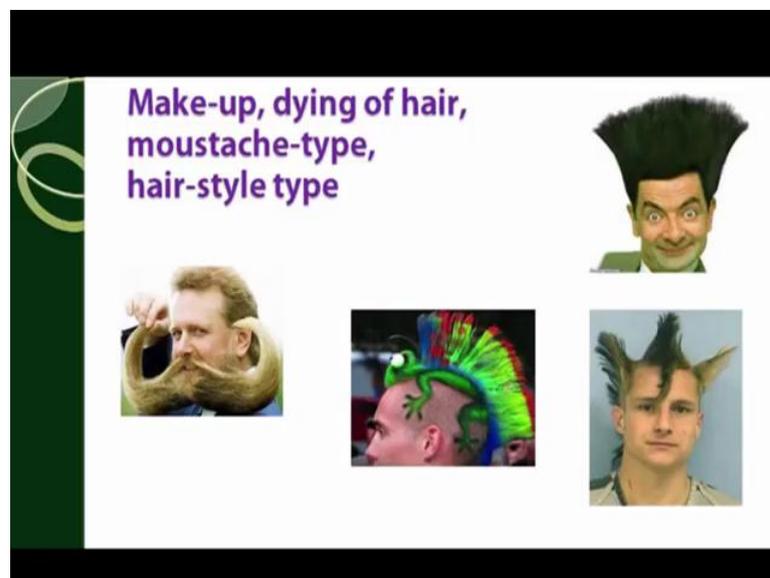
So, the simple example this you have to go to the swimming pool in a bikini, but you cannot go to the interview or for a presentation in a bikini. So, you; obviously, you were distracting their attention towards non economic things which is unwarranted body perfume again you can use it

But if you use it and then it creates a very stronch smell and then people like it some people get allergic to it. So, people do not like you at all when you enter the I want just psychologically thinking that would, I do not like this perfume and they want to through you out the other think and happening terms of gender in appropriateness of using a body perfume. So, there was an interview scenario where they before the person could enter rose perfume came inside and then everybody like they were busy looking at the papers and then the perfume attracted and then they thought a very beautiful girl is going to come and she is wearing this perfume and then came this boy not that good looking, but

then he has put this rose perfume for what we seen only, he might be knowing, but psychologically the people prepare for something they were disappointed when they saw this guy and then the expectation and disappointment caused in their mind acted is a barrier.

So, from the beginning try to look at him with some prejudice and; obviously, they did not select him although he was a very good candidate. So, perfume can go against you, if you do not know how to use it appropriately same thing go you can go with watch should be functional, but if you wear a diamond set at one and then everybody's eyes are rewarded to the watch. So, again you lose your chance of communicating to them effectively persuading them to do something in your favor. So, you are diverting their attention and causing impairer same thing with the rings that you will put in your ear in your finger bracelet us and even necklace, it should be simple the best thing is to minimize the ornamentation as much as possible in formal vocations and use the appropriate ones and never to use that as a kind of distracter and cause that as a barrier basically as well as psychologically.

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Look at some more interesting examples in terms of makeup or dying of hair, look at the one that I have put in the middle. So, one can dyed a hair in such a manner that even it looks like a chameleon or some animal with different colors and then moustache type. So, if you hair if you are found of going it. So, big, but you should also know the

appropriateness like in formal vocation when you are being assessed for something as again in a interview situation would you like to go with this and same thing with hair style you can say that it looks punchy, it looks cool it looks stylish for you and your fear group of people not the formal people were sitting in the interview and assessing you and they are willing to give you a job now this will act as a deterrent. So, keep this in mind. So, I just wanted you to give your concluding thought that use accessories appropriately inappropriate use can lead you into trouble and will act as a barrier and it is not worth doing it.

But having said these accessories today have become pot and parcel of as just like your mobile all other accessories also tried to tell something about you they act your personality sometimes it looks like it is accessory that gives your personality also look at two courts from the same.

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Author one Christian Louboutin he talks about particularly shoes and with this two thoughts, I am going to conclude this lecture a shoe is not only a design a shoe is not only a design, but it is a part of your body language the way you walk, but it is a part of your body language the way you walk the way you are going to move is quite dictated by your shoes. So, the way of going to move is quite dictated by your shoes it is the shoes often makes you walk erect make you not walk an erect manner it gives personality it reduces your personality. So, you have to be careful in the ones that you choose.

And look at how it is appropriate for a women using heel, if she is using at properly when a women puts on a heel that is lightly high heel to raise her height she has a different posture. So, the look it itself his enhance by the posture a different attitude. She really stands up and has consciousness of her body she really stands up and has a consciousness of her body, now the conclusions is that having a consciousness of her body in a favorable manner not having a consciousness that keels our actual continuous movement will help us to promote our own personality and develop soft skill to influence people and enjoy success in our personal life.

With this note, I conclude this lecture thank you for watching this video have a nice day.