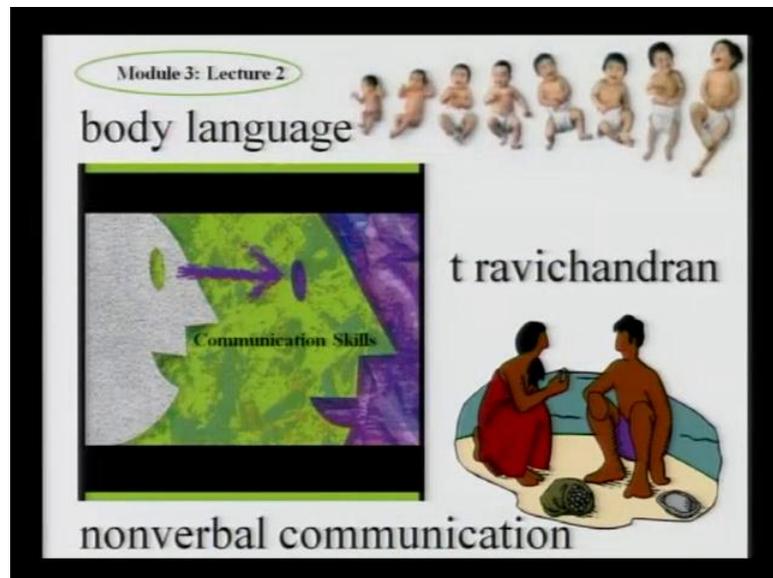


Communication Skills
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Module #3
Lecture - 2
Non-Verbal Communication

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Hello, and welcome to NPTEL's course on communication skills, we are now on module number 3 lecture number 2 on Non-Verbal Communication. In the first two phases, in the form of a lecture, I conducted a preview of your knowledge about non-verbal communication, your understanding about body language. So, that I start from a stage, where I understand that you are at a receptive level, now to know something and to develop something about non-verbal communication.

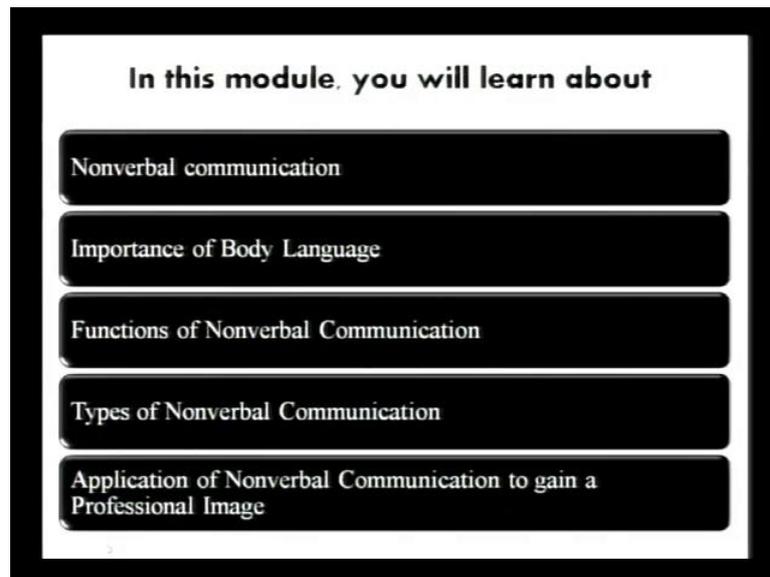
Now, if you remember at the beginning of our course, on this course on communication skills I started with a definition of communication, I explained in detail the process of communication. I talked about the barriers to communication and all that, but in all these lectures, I was not trying to keep verbal communication, vis-à-vis non-verbal communication, although I just made a difference. Now, in this lecture we have this

interesting and at the same time the most significant component of communication as such that is non-verbal communication.

Now, in this lecture we will try to understand the definition, we will try to know the significance, because I do not want to let the cat out at this stage, so you will know that in due course of time. Sufficient to tell you that at the end of the lecture, not only you will be able to enhance your professional image in terms of non-verbal communication, but also you will be able to identify, analyze, certain images, certain situations in terms of non-verbal communication.

I am just going to show the picture that I have put on the title slide, I am just going to show the same picture at the end of it and then I will just ensure that you will be able to build up the whole narrative, as what is happening in the whole scenario that is depicted in the picture. At this stage it will appear to you as a simple picture, it may not mean much, but then once you are through some of the tips and techniques of non-verbal communication, you will be able to understand certain things like what is happening in this who is interested in what, who is more interested in doing what and so on. Now, why this is important in a professional situation because communication you understand is a kind of business negotiation. It is an interaction between two people and you always want to get a favorable response in order to get that response, you need to know who wants what and you need to know, how you should give them what they want and get what you need.

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Now, with this brief introduction, let me tell you the overall plan of this module, in this module basically you will have a thorough understanding of non-verbal communication. And then I am trying to synonymously equate this mostly with body language, because that seems to be the most important component of non-verbal communication. So, you will also know the importance of body language, followed by the functions of non-verbal communication, the voluntary and involuntary dimensions of non-verbal communication.

And then types of non-verbal communication in relation to body language, and then how these types are used in situations, followed by these applications of non-verbal communication to gain a professional image. So, in this at the end you will understand the do's and do not's of non-verbal communication, and especially if you want to build up a professional image. What are those aspects of non-verbal communication, that you should avoid and what is it that you should try to accent and enhance.

So, that awareness itself as I put a question in the preview quiz is going to help you a lot in eliminating some of the negative behavior in you and cultivating what is most desired and most positive and favorable, especially in professional situations like interview and group discussions and presentations. Now, before we actually go to the types of non-verbal communication, we need to know how we distinguish this from communication as such.

Generally, when we think of communication we think of it, in terms of exchanging a

message or an idea in the form of words that is verbal communication and generally we think that communication is basically verbal.

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Now, when we talk about non-verbal communication understand that it is communication without words, what do you do when you communicate without using words will actually amount to non-verbal communication. Now, put it in another form this is that aspect of communication using images, it can be in the form of pictures, graphs, symbols, again can be in the form of icons or just sometimes using some kind of formula, still you will be able to communicate, signs gestures, facial expressions postures etcetera.

So, you understand that without words we also use lot of other things like images, signs, signs for instance we are on a traffic jam and then the jam is controlled actually by the traffic signals. So, we stop when we see red, so we get ready when we see orange or yellow and then we are leaving when we see green, so color is actually acting as a kind of sign and symbolizing certain things related to that sign. So, it tells that you should stop you should be ready, you should go, now no words and if one has to convey the same thing through words to, so many people who are there.

So, it needs lot more channels, lot more communication and much more of miscommunication in such a situation. Now, this again brings us to the question that we asked at the beginning in one of the preview quizzes, which is more important when I am

saying that non-verbal can convey more effectively. Look at this one you can use a smile, you can use a frown and can communicate and convey message without words, again look at the situation somebody in a place like Mumbai is requesting a friend to meet him at his residence at a particular time.

Now, let us say the friend is coming to Mumbai for the first time, now he has options let us say of either coming by a car or a bus or by a train. These are the options, now in case he reaches the bus station he needs to know where to get down, whether it will be Mumbai central or Dadar or even before that or in case let us say he is coming by the train. Again he notes needs to know which station should he get down, and then which train he should take suppose the place is let us say in Andheri should he take the western, let us assume he has asked somebody and found that he has taken the western one.

Now, assuming that the friend has just given the address and not said anything, it is very difficult for the friend to realize which side of the platform even to get down. Sometimes, strangely enough people say that oh east, you have to get this side and then it look like you are actually getting down on the western side, but they say no, no this is east this is west, it looks like that, but what they say is right practically.

So, you need to ask again you need to get more description more words more elaboration, and then even when you have got that get an auto rickshaw driver to take you. If the person does not know the place you may be just standing exactly on the lane, but you are not able to locate the exact house. Then again you may use a mobile or phone and then call the friend, ask him to come down or identify the auto rickshaw driver or tell the auto rickshaw driver to speak to the friend to reach the place.

Now, imagine another situation where there is a bee, honey bee and this bee has traveled across some mountains, crossed some rivers and then reached a dense forest crossed many trees. And then on the top of a huge tall tree, it found honey on a particular kind of flower and so much of honey, now what is does, it comes back and then unlike a human being who uses lots of words to give even a small address.

The honey bee comes back and then in order to indicate the place where honey is situated, it just makes a kind of dance in the form of a clockwise and anticlockwise direction, which resembles a kind of 8. It makes a dance in the form of a clockwise, anticlockwise and then it resembles the shape of 8. Now, looking at this dance the rest of

the bees make a bee line, they just rush to the spot, on the way they cross the same number of rivers, on the way they cross the same number of mountains they cross the same number of trees.

And without losing even a single second while crossing them they exactly know the direction, now I am just making an analogy if you understand between human communication used in terms of words to given address. And close friends in a metropolitan city words are used 90 percent chances are there, that if the friend is meeting the other one for the first time is likely to get lost, and it is very difficult for him to trace out that house.

Compare this with the honey bees, one bee locating the honey coming back and then conveying the message in the non-verbal form without words, in the form of dance and then it is able to take them to the exact location without wasting time, without wasting energy. Now, the question is which form of communication is much more effective, which form is superior; obviously, it is very easy to say in this context that non-verbal communication seems to be more effective or it is more effective, because human beings are lost in the use of words.

Whereas, honey bees unlike human beings gain so much time and do not lose energy even when they travel a lot in terms of locating a particular spot, obviously we can say that the non-verbal communication is much more effective than the verbal provided, we need to ascertain the context. Now, remember the first lecture communication is always happening within a context, so do not jump into conclusions and say that oh non-verbal communication is more effective than verbal communication.

You need to say once you become a communication expert and a researcher in communication, you need to ascertain say that before I would say whether non-verbal is much more effective or verbal is effective. I need to ascertain the context and the situation and the commonality the reference point that is used by the users. So, the answer is if somebody is asking, which aspect of communication verbal or non-verbal is more effective, you need to simply say depends on the context the situation, the users the channels and the way communication takes place without any barriers in between.

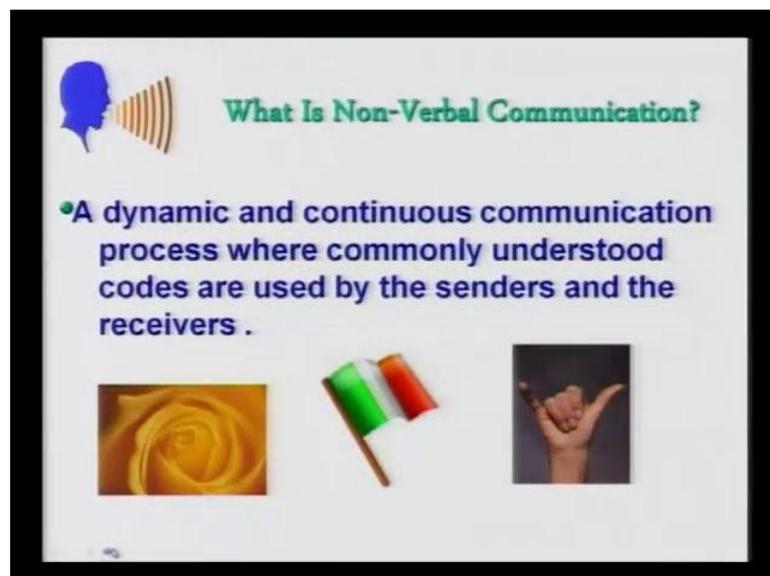
So, most of the times although I say this, non-verbal will be much more effective because in terms of impact, in terms of influence it travels fast it transmits the message

faster than verbal communication. And the other person receives this faster than words, in fact he does not pay attention to most of the words, but he or she pays more attention to the images, I am just going to prove these aspects in the coming slides.

So, at this beginning point understand that non-verbal communication is communication without words using images, symbols, sign systems, pictures, gestures, postures, facial expressions anything other than words, but at the same time we need not belittle verbal communication. We have spend so many lectures on that, we need not belittle that, but we need to understand that non-verbal communication is a major aspect of communication, and if you can use verbal and non-verbal with skill and aplomb, if you can use it to integrate compliment supplement one with the other.

So, then your communication skills are superior, so to do this just like the way you have understood about the basic communication aspects of verbal communication, you need to know more about non-verbal communication. So, let us try to understand more in terms of definition, more in terms of non-verbal communication simply put we can say that non-verbal communication is a dynamic and continuous communication process, where commonly understood codes are used by the senders and the receivers.

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Look at the definition carefully, it has certain important words aspects a dynamic process first of all, now verbal communication need not be dynamic, when you use words and when you stop using words it is not dynamic. Now, when it is dynamic, it is always

moving always doing something, it is always active, it is online all the time, a dynamic and continues, which means it is an ongoing process. That is why I put another question in the preview quiz, that I said even if you stop communicating with somebody verbally, you start communicating with that person non-verbally.

And it is true because you think that I have stopped communicating with the person using words, but actually you start communicating with the person without using words and you start communicating non-verbally. Now, if you have understood that you understand that non-verbal communication is something that is dynamic, it is ongoing and you cannot just stop, like the way you are able to stop verbal communication. Then you use commonly understood codes, you do not have to learn some words and then use the words learn the meanings of those words, but you know some codes.

So, even you can understand the codes by a cultural knowledge, not necessarily you need to learn through books by your social behavior, your parents will teach you some codes. So, even you can use that and as a sender and receiver you will be either sending or receiving these codes. Some of the codes for instants can be expressed even in terms of using a flower, when you when it is friendship day you want to give a yellow rose, and see the color of rose.

Rose itself is indicating something that is friendly, as if you look at something like lotus which is more on the side of spiritual, whereas this is more on the side of human, where it is related to friendship, where it is when it is going to be pink it is going to indicate romance when it is going to be red rose it is full of passion. So, same rose in terms of human, relationships in terms of colors can indicate different meanings messages can be conveyed.

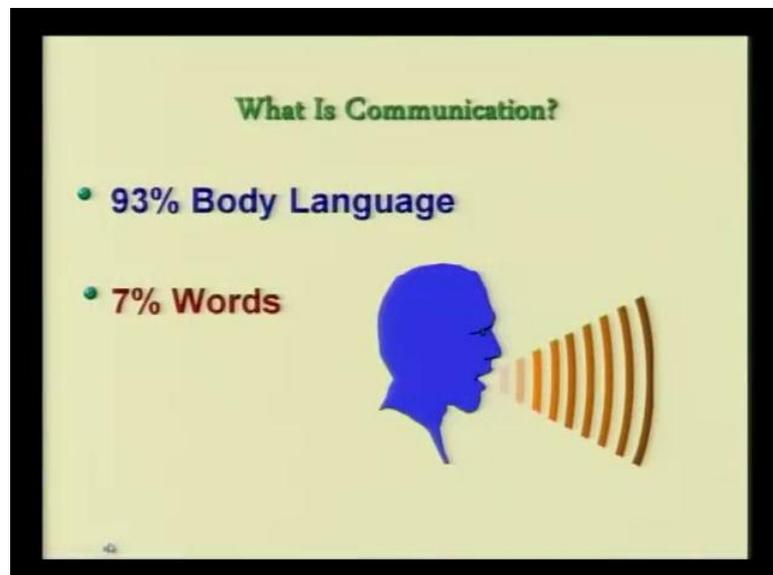
Now, flag again each flag is representing a country, on the one hand and then the kind of flag that you use, suppose it is white flag shown between two warring groups you; obviously, understand that the one group is interested in making peace. Suppose, the train is moving and then a red flag is shown, now the engine driver understands that there is a danger, I need to stop the train. He also waits for the green flag or green signal to be shown just when he wants to start the train from one station and to move on to the other one.

Now, these are the codes you can also use codes just by your fingers, by your hand

movement can indicate so many things, sign language, going by codes. So, it is a dynamic and continuous process which actually uses commonly understood codes between the sender and the receiver. Now, once you have understood, understand the basic nature of communication as such. There are some functional theories of communication like Mehrabian who has formulated this notion of communication.

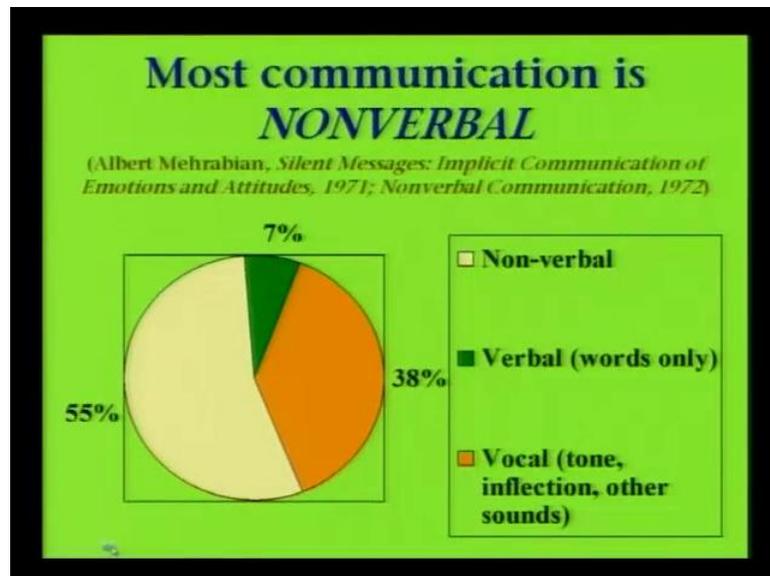
That he says if you talk about communication, he says 93 percent of communication is just body language and then he says it is only 7 percent that constitutes to the verbal aspect of communication that is words.

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So, words versus body language words will constitute only 7 percent and then he says 93 percent is body language, now this seems to be an exaggeration there are different views. And then they even go up to let us say 65:35 kind of equation in terms of percentage of non-verbal and verbal respectively, but to start with if you understand that this is what Mehrabian found and it was something like a breaking news.

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And when he declared that most communication is non-verbal he said this in his book *Silent Messages: Implicit Communication and Emotions and Attitudes*, published way back in 1971, and then later he conveyed, communicated, continued with the same idea in non-verbal communication in 1972. He reasserted the point that if you analyze communication functionally.

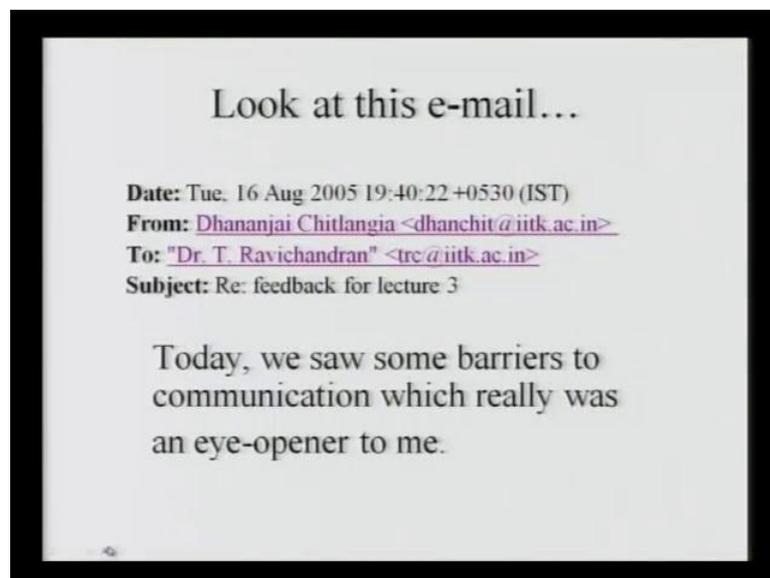
Now, what does it mean functionally, taking the receiver side and then looking at from the prospective of the receiver and looking at from the function of a communication. You wanted to convey a message how much message was communicated to the receiver, now that is the function. If the functions are carried out fully get 100 percent and what do you used to convey the function you are using words.

Now, how much of the words are being used and then how much of the non-verbal part of communication is affecting the receiver, now look at this Mehrabian said that 7 percent is verbal, 7 percent of the whole functional aspect of communication is verbal. Then 38 percent he says it is vocal; that means, they are not words, but it is the paralinguistic aspect such as, tone inflection and other sounds other sounds like even clearing the throat. So, making all sorts of noise what I mean to say, so using lot of sounds other than words that constitutes 38 percent and then the rest is 55 percent.

Now, put together 55 plus 38 he makes it 93, where they are those aspects of communication where words are not at all used and the non-verbal part exactly. Now, this 55 percent actually refers to actual non-verbal part, such as the facial expressions involved in communication, the pictures which are used, the images which are generated the gestures, the body language the overall presentation behavior and so on that constitutes 55 percent.

Now, once you understand and accept the fact that about 93 percent, in terms of functionality of communication rest on non-verbal communication, do not you think that you should pay greater importance to this aspect of communication.

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Of course, yes, so let us prove this point that 93 percent is non-verbal, let us look at this e-mail sent by a student way back may be 6 or 7 years before, when I was teaching a similar course on communication a very basic course on communication. And I ask the students to interact with me on e-mail and send the feedback on each of the lectures, look at the e-mail sent by this student. So, he has sent a feedback for lecture number 3 and in this feedback what he says he says, today we saw some barriers to communication which really was an eye-opener to me.

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Now, what interests me in this e-mail is something that, I wonder as a Freudian slip is that, he says today we saw some barriers to communication which really was an eye-opener to me. I was just delivering a lecture, mostly in the chalk and talk method and using a power point, but since those who are first year students I was making my power point much more attractive and colorful to gain their attention. And since, it was a huge number it was about 600 students and a huge hall in order to keep them spell bound I was just making them look at certain colorful things on the power point.

Apart from what I was trying to convey verbally as putting some good pictures, images, funny monkeys dancing here and there, but at the same time I was trying to prove my point. And then this was about barriers to communication and I was just showing pictures to demonstrate that. Now, what he says that he saw some barriers as I said I was not showing a picture you usually watch something on the T V you go to see a movie, but you never go to see a lecture.

You go to listen a lecture, sometimes hear a lecture because sometimes you do not pay attention. So, it is mostly related to ears and of course, eyes in terms of listening not in terms of visually watching something, but the fact that Mehrabians theory says 7 percent words ninety 93 percent verbal is not used, non-verbal is used. And it is a non-verbal that the receiver receives much more actively then the verbal, this email was just like the Freudian slip something that was in his unconscious mind deep inside and then he

brought it out.

He was not sure of what he was telling, but then to me it appeared that he is actually making a very valid point that, he was able to get more information through the pictures, images that I generated in the form of power point, than through the words I was repeatedly using. So, instead of that being an eye-opener to the student, it was an eye-opener to the teacher as well even I realized at the end. If one has to make the class much more interesting more of power point more of images just to correlate, what we are going to tell and then that makes the student get much more intensely than just mere use of words.

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Coming to the question now, why do we study non-verbal communication or the importance of using non-verbal message the importance of non-verbal messages as such. Now, basically non-verbal messages communicate emotions, now when verbal messages or something that are constructed using the cognitive function brain particularly, intellectually we are involved in generating those words.

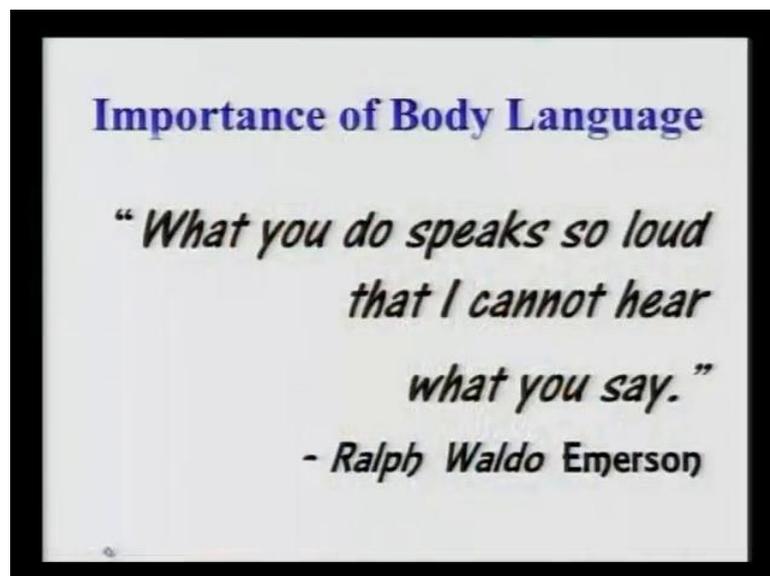
Non-verbal communication is something that sort of coming from the heart, from the emotional aspect of communication. So, most of the times when the mind tells something emotion, the heart feel something else and then whatever the heart feels is shown in the form of facial expressions, in the form of hand gestures in the form of one's posture. So, what is inside is something that is expressed outside by the non-verbal communication,

but what is intended verbally need not be the one that may be actually communicated.

So, that is why you should understand that non-verbal messages are harder to hide and consciously controlled, so they are more accurate indicators of how a person feels. So, it is harder to hide it is not that easy to hide, and it is not that easily controllable also, although I keep telling you that awareness about body language will help you control it. I cannot 100 percent guarantee that complete awareness of it will make you control negative body language particularly, in all communicative situations all the time. No, you will even if you are an expert of non-verbal communication, you will commit some errors in terms of expressing yourself in communicative situations.

Now, it is those errors in terms of non-verbal behavior will tell the audience what you are really trying to convey and that is the message they will take first. So, understand the point that without non-verbal communication, you cannot not communicate, so the double negative is just used to over emphasize the point that you cannot not communicate. Meaning even if you wish to stop communication, you cannot do that you can only stop verbal communication, but you will imitate, start non-verbal communication.

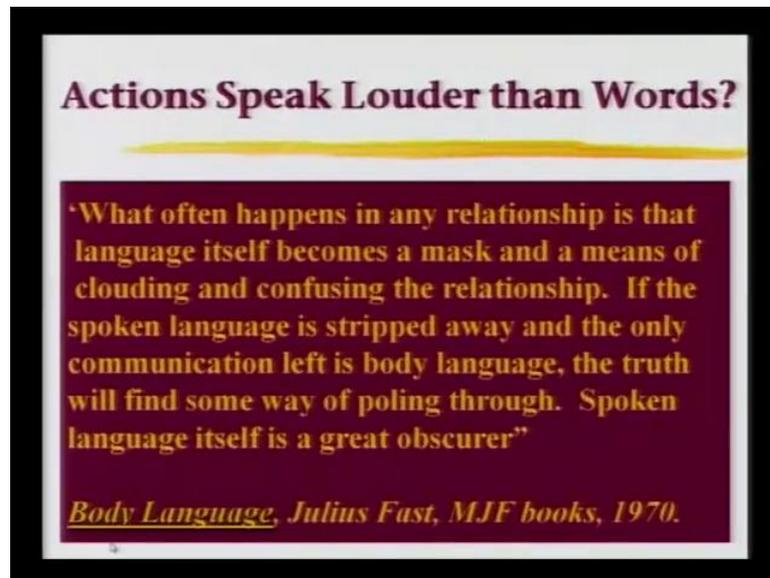
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Way back Ralph Waldo Emerson without thinking about body language made a very wise statement he said what you do speaks, so loud that I cannot hear what you say. What you do speaks, so loud that I cannot hear what you say, meaning you try to say

something and try to convince me, but what you do your actions, your behavior your expressions your postures. Emerson says that those things tell him, so much than what the person really tries to convey using words.

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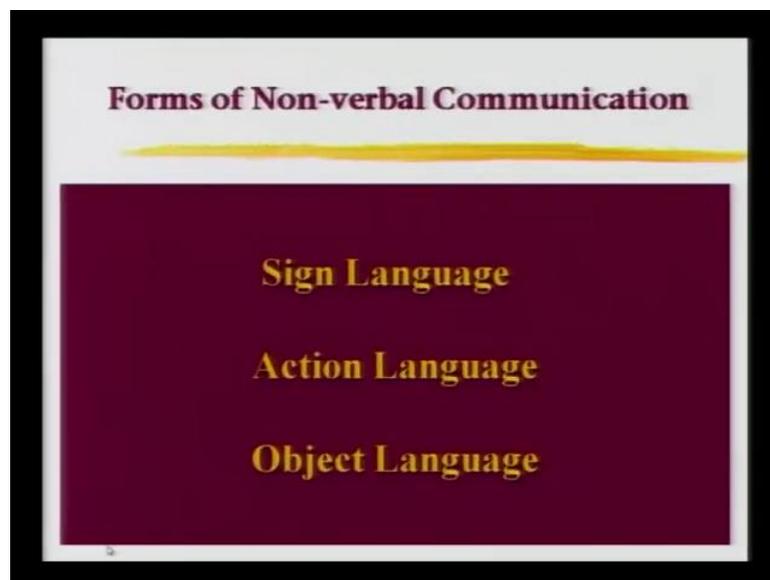
So, we can safely arrive at the decision that actions speak louder than words of course, especially in non-verbal situations, to quote from a book on body language by Julius fast. Quote unquote, he says what often happens in any relationship is that language itself becomes a mask, this is another interesting aspect, so far we have been talking about language in terms of communicating something very clearly, very vocally, very effectively.

Now, in relationship situations where emotions are involved this person says that language itself becomes a mask, language itself deceives, language itself is a camouflage, it is hiding something. And a means of clouding and confusing the relationship most of them misunderstanding in human relationships or because of verbal use or abuse of words or misuse of words over use of words, over use of channels.

You try to say something sending an SMS, the person has misunderstood you send so many other SMS, then you try to send an e-mail explaining that you speak on phone by that time the other person is in a kind of escalated misunderstood mode. So, you ask for a personal interaction, the person is not giving time, by the time the person gives you rush and then you explain more again causing more miscommunication it goes on.

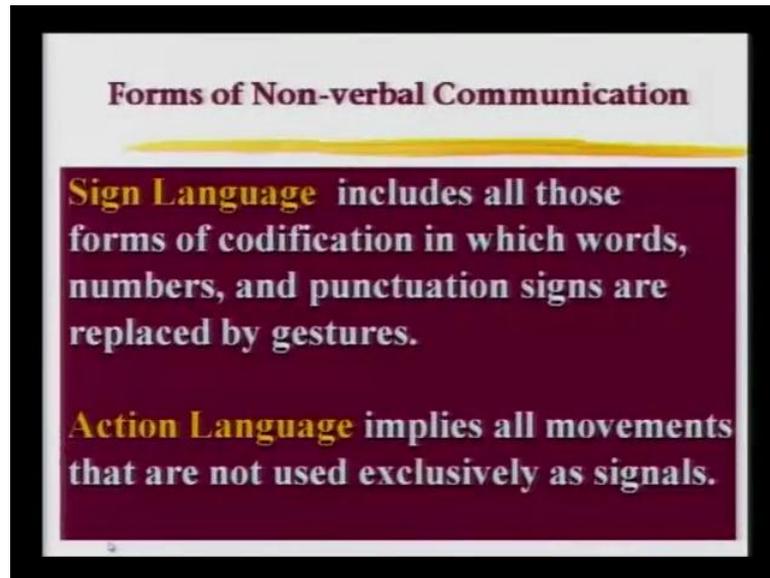
Now, what he says it often confuses the relationship if the spoken language is stripped away, if you can just remove words and the only communication left is body language. Just like the honey bees where they used to use only body language to communicate the place where honey is located, if you use this the truth will find some way of pulling through, spoken language itself is a great obscurer. So, this is a stance that generally non-verbal is take, saying that non-verbal is perhaps more significant, especially in those situations like human relationships, where actually words confuse and miscommunicate and actually harm the relationships.

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Having said this much about non-verbal communication, let us look at some basic forms of non-verbal communication. We can look at non-verbal communication in three forms such as sign language, action language and object language, there are other ways also, but let me explain this very quickly.

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First sign language includes all those forms of codification in which words, numbers and punctuation signs are replaced by gestures, look at this sign language includes all those forms of codification in which words numbers and punctuation signs are replaced by gestures. So, if there is a coma while talking I will make a small pause if it is a full stop while talking I may make a long pause.

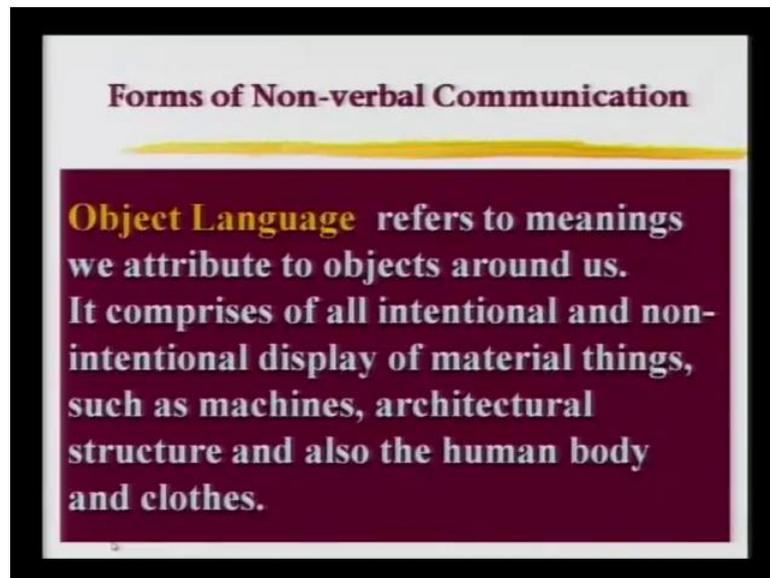
Now, to give a simpler example, if it is 2 I will use my hand to indicate that it is 2, if it is 3, I may say 3 use my fingers 4, 5, now when I am using this I am actually using gestures to replace numbers. So, same thing you can use again gestures, so something to indicate home people show that it is home and so on. So, you replace words with signs or gestures, then it became sign language, most of the times people who are physically challenged, especially those who are not able to see clearly or those who are not able to speak clearly what they do is they use sign language one form or another.

The other aspect of non-verbal communication expressed in a form is in terms of action language, now action language implies all movements that are not used exclusively as signals. Any now when I say let us say 2, I am using this to indicate something, but then when I am just doing something on my hand, so I am actually trying to go with my thought flow, but if I remove that and different people may be used different kind of hand gestures. So, they do not have a specific meaning, but then they are like if I do not use it and then just keep it straight, you will get a feeling that my ideas are not getting

communicated effectively.

So, action language implies all movements that are not used exclusively as signals, they are used to correlate thought patterns, ideas, but they do not signify something in a specific context universally. So, that when somebody does this it may mean according to that context something and somebody else does it can mean certain other things also, so wide use of gestures postures specially not in a symbolic context.

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And then the third form is again an interesting form is the object language, now this refers to meanings we attribute to objects around us, it comprises all intentional and non-intentional display of material things. Such as machines, architectural structure and also the human body and clothes, what is object language it is referring to the objects or the meaning that we attribute to objects around us. It can be intentional or non-intentional display of things, it could be machines architectural structure and also the human body and clothes.

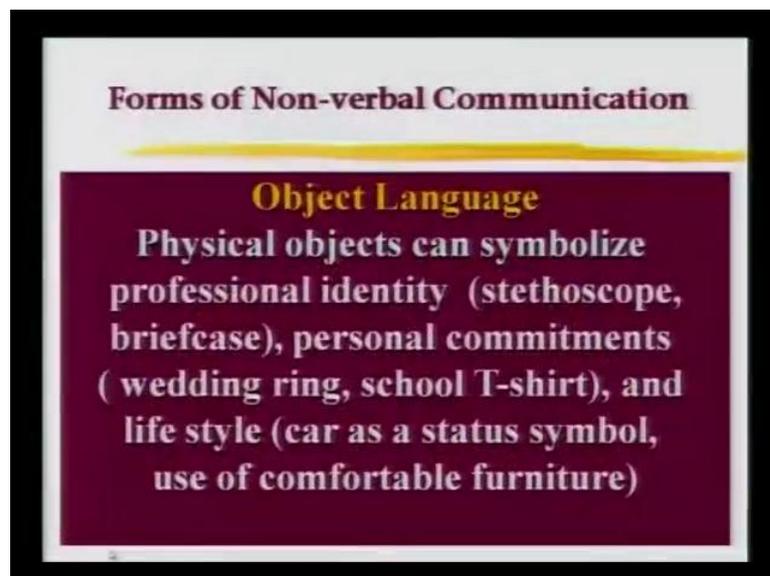
Architectural structure, let us focus on the third form of non-verbal communication that is object language, it refers to meanings we attribute to objects around us; that means, whatever objects are surrounding us we try to attribute some meanings. Now, some meanings come because of some aspects of culture and sociological significance, sometime it just comes because of some brand value attached to some of the objects.

It comprises all intentional and non-intentional display of material things such as machines, now machines also mean things like your car, your computer, your mobile, your personal accessories all will come under machines. When, you display for instance I-phone 4 and then you have a very simple mobile you display so much, that you are subscribing to a particular brand. You are showing that you can afford up to 30,000 to 40,000 for a mobile or if you have I-pad instead of laptop again, you are showing that you can afford more you are more stylish.

You want things which are compact you want things, which have some standard, so machines includes all sorts of gadgets, electronic, electrical that we have. Architectural structure, so the landmarks like Taj Mahal immediately people think of India, immediately people associate that with something like a symbol of romance, something like a symbol of magnificence.

So, architecture also connotes something, and also the human body, the body as such the way you are decorating the body, the way you are performing using your body and the way you are conducting yourself using clothes. I will just get into the details soon, but let us look at object language in terms of physical objects.

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When you look at physical objects, they can symbolize professional identity such as stethoscope, whenever you see a stethoscope you immediately think that the person is a doctor. So, even small kids when they want to play doctor and patient, so they will take

these doctors kit, in plastic or some material, so usually it will be a stethoscope and an injection or some first aid kit.

So, the stethoscope particularly indicates that the person is professionally trained qualified as a doctor, similarly if you see somebody with the briefcase, you understand that the person is an executive. If you see somebody with some books, some kind of notebooks either you identify the person going to college or if the person is elderly, you understand that the person is likely to be a teacher or a professor, so you associate the person with education.

So, looking at the physical objects, you understand the professional identity, similarly personal commitments can be seen in the form of wedding ring, engagement ring, you understand the person is committed. So, in an Indian context when you see a woman wearing this in the Indian language the vermilion which indicates that the woman is married. And she is wearing that special kind of saying that is worn by her by the hands literally of her husband, and tied literally before so many people in public in a ceremonious holy gathering.

So, that indicates that it is indicating the relationship that the woman is committed for a lifetime. School t-shirt, college t-shirt and then house t-shirt will all indicate that they are belonging to particular small community. And lifestyle as such car as a status symbol, so when you have a Nano and when you have an Audi. So, you try to express. So, much in terms of size in terms of the amount that you can afford to, in terms of the brand value that you are giving to some particular kind of car, in terms of the style status that you are trying to exude when you are driving that car and then use of comfortable furniture.

So, some people use crammed furniture, some people use comfortable furniture to give a small example the CEOs of companies will have the biggest table. There may be exceptions using smaller once in terms of fashion and again in terms of modern thing, but generally you go higher up and then go to the boss or the boss of bosses. So, you find him having the biggest table, there may be the biggest chair, the most coziest the comfortable chair the costliest chair, the costliest sofa set with leather cover and all that and the costliest decorator one's.

I remember a novel written by Somerset Maugham in which he talks about a character Elliott Templeton where he says that is so rich, he is a millionaire, multimillionaire and

then he has decorated his home with lavish items, but then he has spent millions just to make it look so simple. So, it looks so simple that only a multimillionaire can afford to create that kind of simplicity, again a fashion statement created using the objects, so that is about object language.

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Now, what are the basic elements of non-verbal communication, we will look at all these elements in details, but first what are the elements gestures, even above gestures. We should keep facial expression, posture, body movement, eye contact some people would put eye contact on the top of all. Appearance the overall appearance, in terms of dressing using accessories, silence, space these days people even talk about interruptions, as a powerful use of non-verbal communication. Although, you use verbally to interrupt somebody the very act of interrupting is also seen as a kind of aggressive, as a insecure kind of non-verbal communication to attack the speaker for instance.

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Nonverbal Communication is strongly related to verbal communication

↓ **Functions of Nonverbal Communication**
(Ekman & Friesen, 1969)

- Repeat what is said verbally
- Complement or clarify verbal meaning
- Contradict verbal meaning
- Regulate verbal interaction
- Substitute for verbal meaning

So, these are basic elements, now soon we will look at the basic elements and before we look at the basic elements, let us look at the functions of non-verbal communication. How are we going to use these elements functionally in a communicative situation, first understand the concept that non-verbal communication is strongly related to verbal communication. Especially, in professional communicative situations, non-verbal has strong correlation to verbal.

Now, once you understand this what are the functions as expressed by Ekman and Friesen long before and the functions hold till true, repeat what is said verbally. Compliment or clarify verbal meaning, contradict verbal meaning, regulate verbal interaction, substitute for verbal meaning, now first repeat what is said verbally. Now, there are teachers who will say 0 and then show zero they will say 3 and then they will show 3, whatever is said that is repeated, so repeat what is said verbally.

Complement to clarify verbal meaning, now the cross-section of heart, I am saying something, but then I also show a picture or I draw the picture on the board and then show you this is the cross-section of heart. Now, instead of using words here the picture will be equivalent literally to 1000 words, you understand what is this cross-section or when I talk about frontal view, aerial view of some machine.

Now, instead of telling what it is if I show that I compliment, I act to the verbal content there, then contradict verbal meaning I see something, but my non-verbal behavior is

contradicting what I say. Remember the communicative situation between host and guest in an Indian context, which I mentioned in one of the previous lectures. Where the host in an Indian context is supposed to read the non-verbal behavior of the guests and act accordingly.

So, the guest wants to eat more, but the guest does not want to reveal that he or she wants to eat more. So, the guest will always pretend that he or she does not want to eat the guest will say rather I am on diet, I do not want to eat more today, but just because you are compiling I want to eat. The host looks at the behavior of the person, it looks like the eyes are just wide open looking at the delicious dishes kept on the table, the eyes are indicating that I am hungry, I am ravenous, I am craving for food. Now, mouth is saying that no, no, no I do not want food, I am dieting, I do not I do not like to take oily stuff.

Now, mouth is already started watering, salivating almost water is coming out, it is indicating that given a chance if nobody is watching he would eat the whole thing in a gulp. He is willing to swallow the whole thing gobble up, eat greedily, but the host is there, so verbally the person is trying to say that he is modest, he is not that uncultured to gobble up things, but then non-verbally he is trying to convey something else.

Continue with this situation, the host has already served something, let us say kept some rice tasty biryani and the person is eaten full very quickly. And then now he says I think it is enough, now the host says no, no, no, no have something more no, no, no I do not want it I do not want it, but actually the hands are saying keep more, keep more the eyes are looking greedily are you going to keep or not.

But, only words are saying no, no, no it is not required, but hands and eyes are indicating that no I need more much more, and they are even saying that do not listen to what my hand, what my words are telling you, take note of my body language and do that. And in an Indian context host that way are experts of non-verbal analysis, and then they take clues from this, and good hosts are always known for taking this subtext clues from non-verbal form of communication.

So, it contradicts verbal meaning, then it regulate verbal interaction, how is it regulated look at a situation the teacher says now one by one you will introduce. When I say one, so the first fellow from this side will introduce, when I say 2 the next fellow, when I say 3 the next, 4 the next, now the teacher says one the fellow says something 2, 3, 4 and

after 4 the teacher does not say anything. She just shows hand to the guy who is sitting as fifth and then sixth, and then seventh, and then eighth, nine, ten, eleven, she is not saying that, but then she is just showing fingers and instead of saying that, she is just regulating the sequence using hand using gesture using non-verbal communication.

So, that is how you can regulate verbal interaction, some commotion teachers just does like this regulating, verbal interaction or does like this and then says this, so saying that you stop I listen to this guy, regulating verbal interaction. It can also be used for substituting verbal meaning, now completely without using the verbal component you can just use a substitute as a picture as some kind of gesture.

So, are you happy about this situation somebody ask somebody else in an interview, so the person simply smiles or a gleeful smile, so indicating I am very happy. So, you do not do anything, but then you substitute that verbal meaning, so that is how you are able to understand the functions of non-verbal communication. Now, once you have understood this try to use them, why I am saying this most of the times when you say something verbally use non-verbal to repeat, especially if you are in a professional context use it.

Use non-verbal to clarify certain verbal meaning complement them, use non-verbal as an extended form of communication, use verbal carefully, so that the verbal meaning will never contradict your non-verbal meaning. So, this again makes you a very straight forward person of communication, that you are very direct say when you are hungry just be quite honest about it especially in this host guest situation that I talked about.

So, if you are the guest just say that I am little bit hungry, I will appreciate if you could give me this much of food, thank you. Now, the verbal and the non-verbal are not contradicting and the host is not getting an impression that you are rather pretentious, you are not that honest with yourself forget you being honest with others. So, understand this aspect, understand also the fact that you can regulate verbal interaction by using non-verbal communication, then you can also use this as a substitute for verbal meaning.

So, very often when you try to use 1000 words to describe something, you can just use a simple picture, a simple model or in a communicative situation, a nod effective nod frown or smile will all indicate that you are substituting the verbal, but much more effectively and trying to convey the meaning. Now, keep thinking about this part of non-

verbal communication, in relation to whatever I have said from the beginning, I said at the beginning. that non-verbal is a very significant aspect of communication.

But, I also try to assert by giving the example between address being communicated by human beings, and a location being communicated by honey bees. In which I tried to show that honey bees act in a much more superior way than human beings, but nevertheless I also try to tell you that do not immediately, jump into the conclusion that non-verbal is much more superior than verbal. I also try to tell you that it depends on situations context and the uses and the codes and the words that you are trying to use in that context.

Then I also tried to show the function, the types and also I talked about the significance of non-verbal communication, now reflect on these one's and then get ready for the next lecture. And in the next lecture actually I will take you to the various forms, aspects and I will try to tell you in detail and try to continue with certain do's and do not's, eye contact, voluntary, involuntary dimensions and so on.

Till we go to that lecture, I say bye and thank you for giving enough attention to this lecture, and in the next lecture I will slightly move ahead go bit faster, because now in this I have given you enough grounding on non-verbal communication.

So, we will meet again in the next lecture till than thank you bye.