

NITYA
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CRUCIAL COMMUNICATION

Improving Conversations at Workplace



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**Crucial Communication:
Improving Conversations at
Workplace**

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Dr. Sufia Rehman

Chapter 19

Non-Verbal Communication and Body Language

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Abstract

Good communication skills play a pivotal role for success in both personal and professional relationships but when we refer to 'communication', it generally implies 'what we say' or the words that we exchange. Interpersonal communication is however, much beyond the explicit meaning of words, and the information or message that they express. It also encompasses the implied messages, whether deliberate or not, which are expressed through non-verbal activities like facial expressions, eye contact, rate of glances, patterns of fixation, blink rate, the tone and pitch of voice, gestures exhibited through body language (kinesics) and the physical distance between the communicators (proxemics). This body language is critical in our everyday behavior and relationships.

Keywords: Non-Verbal Communication, Body Language

Introduction

The role of positive body language is paramount for building a good bond, rapport and developing strong relationships with our friends, family members and professional collaborations. Following the rules of good body language considerably affects our reputation, and our chances of better prospects. Different studies have revealed that during communication only 7% of the information is transmitted to others through the language we use, 38% through how we speak i.e. voice quality, tone, accent, pace, expression, volume and pitch etc. and 55% through the body language or non-verbal cues like posture, eye contact, facial expressions etc. (Patel D.S., 2014).

What is Non-verbal Communication?

While non-verbal communication can be defined as signals between two individuals or a group of individuals through physical activities such as actions of the limbs, facial expressions, eye movements, other physical