

Non-Verbal Communication ¹⁵

A good speaker should make live eye contact with his / her audience. Live eye contact is very helpful in becoming familiar with the audience otherwise they may feel themselves avoided.

(2) Facial Expressions :- It is rightly said that face is the index of heart. Whatever is running in your mind and heart can be observed through your facial expressions. A face has following parts:

Upper Part { Head, Hairs, Forehead, eye-brows, eyes }

Middle Part
(Nose)

Lower part
{ Lips, chin }

(Sides
& Cheeks }

Facial expressions show our mood, temperament, interest, attitude, psychology and so on. Through facial expressions we can share feelings like joy, cheerfulness, sadness, boredom, tiredness, discomfort, disappointment, displeasure and so on.

3. Haptics

Q. What are Haptics.

Haptics are touches. Touches are very important part of Body language. Touches are very useful in sharing personal feelings like providing motivation, words of

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encouragement, consolation, appreciation and so on. We can use haptics by providing a gentle tap on the back, rolling of fingers in hair, tapping foot, showing of hands, clapping of hands and so on.

4. Attire And Dressing Sense :- It is very rightly said that a person is known to dress and address. Attire plays a great role in reflecting a person's personality. So threads, strings, ornaments and other accessories communicate various details about a person's liking, habits, attitude, behaviour, culture, tradition, age, qualification, experience, social background and so on. Colour, design, tailoring, shape and style of dress also convey different meanings.

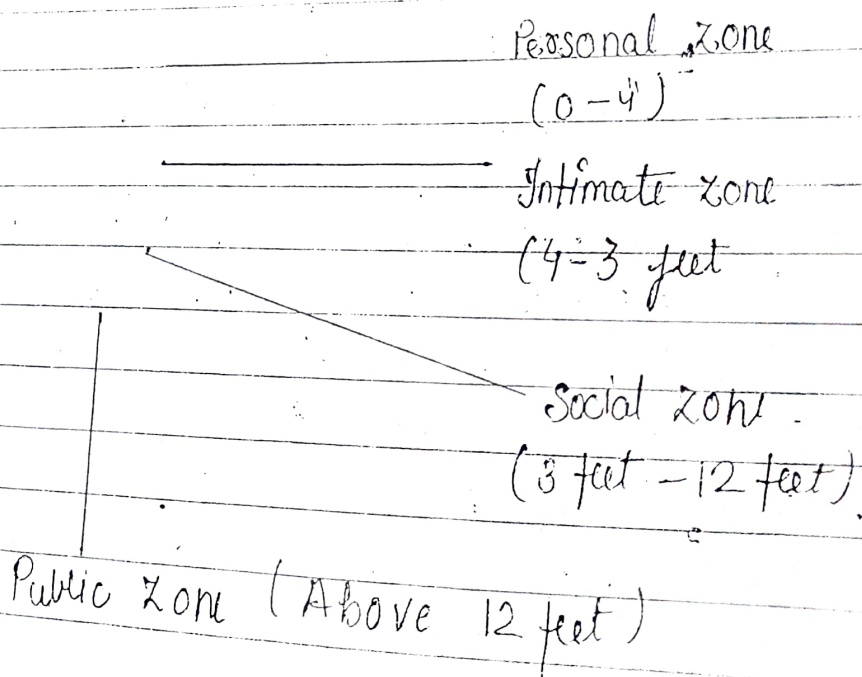
5. Postures :- Postures are the ways in which a person stands, walk or sit. Postures show a person's attitude, position, behaviour, mental status and so on. Postures must be good so that it can be socially accepted. Postures are very helpful during meetings, interviews and speaking before public.

6. Gestures :- Gestures are very helpful in making verbal communication everlasting, effective and successful. Gestures are basically movements of hands, head, shoulders, fingers, thumbs and legs. Gestures that are very popular nodding of the head, shrugging of shoulders, shaking of hands, showing sign of victory, raising of toes.

pointing through fingers and so on. Gestures are useful during speech or public speaking.

⑦ Paralanguage or Paralingual :- It is just like language. It means that along with verbal communication non-verbal communication also works. One should try to understand that non-verbal meaning. It covers speed, tone, volume, accent, pronunciations, pauses and so on.

⑧ Proxemics :- It is language of space or distance. In comm one has to be very particular about maintaining distance. Distance indicates position, acceptability, interest and background of the speaker. Following is the diagram of ^{how to} maintain distance in communication.



- ⑨ Chronemics:- It is a language of time. In comm time plays a big role. Time management is key to get success in any form of communication. Both the parties should share their information and exchange their feedback on time. Taking too much or wasting time may lead to a state of confusion.

Non-Verbal Communication Merits.

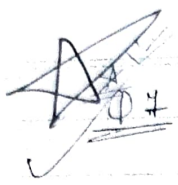
- ① For Effective Communication:- Non verbal comm is very helpful in making communication effective and more meaningful specially during meetings, face to face comm, interviews and public speaking, non-verbal comm helps a speaker to make direct eye-contact, using proper postures and gestures.
- ② For Small Messages:- If a message is small than it can be communicated very easily through non-verbal cues.
- ③ For Audience Awareness:- In comm one has to consider audience at first. Through non-verbal comm one can become aware about interest, liking, disliking, background, attitude and behaviour of audience. One can also become familiar with them by making effective eye-contact.
- ④ Key Feedback:- Feedback is a vital element in achieving success in comm. Feedback can be obtained on hand by understanding non-

verbal cues.

- (5) Better understanding:- Non-verbal comm helps in developing better understanding and building strong relationship.

Demerits of NVC

- (1) Special Training:- It requires a deep knowledge about all the non-verbal cues without which there may be difficulty in understanding of any information. It requires special training to understand all the cues.
- (2) Fear of Cheating:- A person can hide his/her real intentions or emotions for time being by hiding his/her inner feelings or expressions. One can also cheat others by putting a mask. So there is always a fear of cheating.
- (3) Difficulty In Understanding:- All the information and the messages can not be communicated through non-verbal cues hence chances of misunderstanding or more than verbal comm.
- (4) Not suitable for lengthy messages:- Long messages can not be communicated through body language because long message require lots of detailing and explanation.



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What is oral presentation (OP)? And what are the tips for effective oral presentation explain.

OP - is an art that can be very useful during seminars / workshops / lectures / meetings and so on. Oral presentation helps to make aware audience about any topic or information. It is wisely stated by the greatest dramatist Shakespeare that "Mend your speech a little otherwise it may mar your chances". It clearly shows importance of oral presentation. One has to very careful in preparing and presenting an oral presentation. Following are the tips for effective oral presentation:-

- ① Planning: Do proper planning. Plan out your presentation prepare a list of Do's and Don'ts. Plan about content duration, presentation style and day or time of presentation.
- ② Preparation:- Prepare yourself well in advance. Prepare a good script, Practice your presentation, Practice it before mirror or friends or experts. Improve it again and again try to collect information about the topic from all the possible sources.
- ③ Beginning, Middle And End:- Beginning should be striking it should have quotations, short story or examples to draw the attention of the audience. Beginning should not be too long but it should provide outlines or main points of the presentation.

Middle should have central idea or theme of the topic. End should provide an overall summary of the topic.

- (4) Use of Multimedia: - A good presenter should have knowledge about using multimedia in right manner. Multimedia helps to make an OP effective and memorable. A good presenter should know how and when to use multimedia. One should be careful that it should not be over or underused.
- (5) Audience Awareness: - A good presenter should be aware about audience one should know about their age, liking, disliking, behaviour, background and so on. It helps a presenter to become familiar with audience.
- (6) Voice Modulation: - A good speaker should have good voice modulation quality and should know how to use pauses, pitch, raising of volume, tone and so on.
- (7) Good Pronunciation - A good presenter should have command over pronunciations have good & correct pronunciations have ever lasting impact upon audience.
- (8) Body Language: Good Body language is very important for a successful OP. A presenter should know how to make effective eye-contact, use postures, gestures and touches to make presentation alive and like an interactive.

Q8. What is language? Explain its qualities.

Q9. What is linguistics and phonetics?

Ans: Language is a ^{most} powerful and easy medium of communication. Language is also called system of systems. It has also sub-systems. Language helps main kind to pass on knowledge, information and discoveries from one generation to another generation. Language is a unique gift of ~~all~~ Almighty. We as human beings have open-ended system of language learning while animals they have close-ended system of language learning. Following are the main qualities of language.

- ① Powerful And Easy. It is the most powerful and easy medium of communication.
- ② Unique. Language is a unique gift of Almighty to human beings to share these expressions.
- * ③ Symbolic:- Language is symbolic. Each word has its own symbol.
- ④ Social Activity: Language is a social activity. It grows along with development in the society.
- ⑤ Arbitrary: Language is arbitrary. We can not put our logic why Man in English is called Man and in Hindi it is called Aadmi.

Q. What is linguistics?

The word linguistics is taken from a Latin word in which 'lingua' means tongue and 'istics' means knowledge. Linguistics is scientific study of language. It deals with nature, origin and development of language.

Q. What is phonetics?

It is scientific study of human speech sounds. It deals with articulation, production, transmission and reception of our ^{speech} sounds. There are 44 speech sounds in English language, out of these 44 sounds 24 are vowel consonants and 20 are vowel sounds. These sounds are provided by IPA (International phonetics association). It is HQ is located in Ireland.

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