

# Usability of Non-verbal communication

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## ABSTRACT

Communication means exchange of information and ideas. Two mediums are used for communication- linguistic and non-linguistic. When feelings are expressed through words, it is called oral or written communication. The process of transmitting and receiving messages without language is called non-verbal communication. The ability to communicate is seen in almost all living beings, but the ability to communicate linguistically is found only in humans, other living beings do not have this ability. Humans and animals communicate to fulfill many purposes. Communication is important for both. **This type of communication is basically used by deaf people in their conversation, because in the absence of verbal communication, non-verbal communication becomes necessary for them in their daily living.** Today, non-verbal communication is being used in some form or the other in almost every field. Non-verbal communication has many challenges as well as some limitations.

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## INTRODUCTION

The word communication originates from the Latin word 'communis'. Which means to make general, that is communication means exchange of information and ideas. According to Oxford Dictionary- 'Exchanging, conveying or sharing ideas, information etc. to others, whether orally, in writing or in signs' is called communication. Two mediums are used for communication- linguistic and non-linguistic.

When feelings are expressed through words, it is called oral or written communication. But sometimes we are not able to express our feelings completely through words. In such a situation, we express our feelings through subtle signs, symbols, our body language etc. That is, language is not the only medium of communication, apart from this there are many other mediums through which communication takes place. These mediums of communication are called non-verbal communication. Non-verbal communication process has been present in human society since ancient times and it is still being used in some form or the other today. Non verbal communication is basically used by deaf people in their conversation.

### Means of Non-verbal communication-

The process of transmitting and receiving messages without language is called non-verbal communication. For non-verbal communication, the term non-linguistic communication is also used. The meaning of these turns out to be the same- to express one's self without speaking or using language. Apart from humans, all the creatures use only non-verbal communication to convey their feelings and messages to others. At the same time, human being is the only creature which does non-verbal communication along with linguistic communication. In the communication process, the message is conveyed without speaking i.e. through body language, gestures, touch, eyes and gestures. Verbal sounds that are not considered words, such as grunting or humming etc. Non-verbal communication are examples of non-linguistic communication. Non-linguistic elements are also included in our speech, such as quality of voice, emotion, manner of speaking as well as tempo, rhythm, intonation and stress etc.

### Impact of non-verbal communication-

According to a conjecture 50% in communication Communicative messages are conveyed only through facial expressions and movements of various body parts. 40% of such spoken words also Response to words is expressed through body movements.

Body language expert Albert Mehrabian conducted research on the impact of any message. In his research on verbal communication, the percentage of impact was found to be as follows - The impact of verbal communication in the process of communication was only 7%. Percentage of effect of tone, rhythm, tune was 38% and Percentage of effect of nonverbal communication was 55% falls. Therefore, in the process of communication, non- linguistic i.e. non-verbal communication has the greatest impact. Therefore non-verbal communication in the communication process that importance been increases.

### Methods of communication between humans and animals -

The ability to communicate is seen in almost all living beings, both humans and animals have the ability to communicate non-verbally. but the ability to communicate linguistically is found only in humans, other living beings do not have this ability. The differences between human and animal communication are as follows -

#### (i) Human Communication -

Communication is an essential need of human beings. This is the basis of his social life. The functioning of human society becomes possible only through communication. In the absence of communication, it is not possible to imagine human society. Communication begins with the emergence of human life. Early humans used to communicate through gestures and sounds; Later man made language and the symbols used to express it as our means. Technological developments took place over time. There was a change in the process of communication and communication medium was also updated. Human starts communication process by interpersonal communication. People have developed the ability to communicate. He moved beyond group communication to print, electronic means 'one to many communication' and also human beings use verbal medium for communication. In oral medium he uses some acquired or learned language. He uses a known language in written form. He has learned this known language through practice.

He also uses sign language. He acquires skill in this language by continuous practice apart from linguistic means, one also uses sounds, body language, expressions, gestures, signals, body posture, various types of arts etc. for communication. This medium of communication is called non-verbal communication.

#### (ii) Animal Communication -

First Scientific Study of Non-Lingual Communication Charles Darwin book of 'The Expression of the Emotions in Man and Animals' (1872). He argued that all mammals show facial expressions. Animals communicate to mark their territories, share food and water, establish their status, give warnings, coordinate migration routes, attract mates, and discourage rivals. Like humans, their survival depends on this. There are many ways of communication in animals also.

Most of the animals like lion, dog, cat, gorilla, fox etc. use their body expressions, movements like puffing and puffing of hair, making different types of sounds etc. for communication. Sea prawns, fishes, fireflies etc. use light for communication. Flies, caterpillars, mantises, frogs, cuttlefish, octopus etc. use dark colors of the body for communication. Bees, birds etc. use sound and dance to communicate. Lion, tiger, leopard, cheetah etc. communicate that this is their territory by spraying strong smelling chemicals from their bodies. Crickets, termites, beavers, kangaroos, elephants etc. communicate by rubbing, colliding and flapping their bodies.

#### Medium of non linguistic communication -

Non linguistic Communication can be transmitted through many mediums. In which the first medium is- body expression. It is a type of non-verbal or non- linguistic communication. Famous scholar George R. Terry has called it body language. This includes rolling or moving the eyes, chewing or moving the lips, clapping etc. It is also called physical operation language or organ configuration. In this, a person conveys his message to other people or groups through interpersonal activities. The second medium is background language or language model. This means that how a person says something in the language pattern, i.e. his expression is studied. In other words, it involves the gradual study of how a person expresses his thoughts. third medium is sign language. In the communication process of sign language, the communicator and the receiver mutually use some signs, signs and symbols to send and receive the message. Sign language itself is an ordered set of signs, signals, symbols.

The types of non-verbal communication include visual language and audio language. under visual language Visual signs and symbols are very effective tools of communication. For example, maps and different types of pictures are an integral part of any book, such as in the subjects of Geography, Science, Economics and History. Although these maps and pictures are limited to a particular class only, there are many visual signs and symbols which are universal and can be understood by people of all classes, that is their language is universal. In audio language, sound signals have been used along with visual signals since our ancient civilization and have been easily accepted by the business sector. In ancient times, the humans who lived in the forest used different types of sound signals, such as Dholak and other different types of sounds were used. Even today, when one enters the forest for hunting, the message is sent through a sound signal by the beat of the drum. In today's perspective office has engaged with a buzzer, press button, bell, electric bell etc. without the se alerting materials the office remains incomplete. Because their signals alert the concerned people about their work.

#### Importance of non-verbal communication-

Non-verbal communication has great importance in communication in our daily life. It adds value to oral communication. It reinforces or modifies what is said in words and helps to overcome from cultural barriers. It also helps to communicate with non-literate or hearing impaired people. People of different languages start the process of communication from this. It increases the efficiency of the workplace. This strengthens credibility. Non-verbal communication makes linguistic communication more attractive and effective.

#### Use of non-verbal communication in various fields-

In non-verbal communication, speech signals, eye contact, facial expressions and tactile contact etc. are used. In speech communication, thoughts and feelings are expressed through speech face to face individually or in small groups; Like “yes-yes”, “ya-yes”, Saying “Hum-Hum”, whistling, speaking loudly, screaming, smiling etc. Teachers can guess the mental state of their students by facial expressions and eye contact in class. Students' facial expressions play an important role in the expressions of emotional state. Happiness, fear, anger, grief and surprise etc. can be easily communicated through facial expressions. In tactile contact, touch is made the main medium. People are able to express their feelings and thoughts through touch. A compliment of praise, a kiss of love is in itself an important means of expression of many feelings, emotions and thoughts.

non-linguistic Communication can also be conveyed through body language and touch, body language and posture, facial expression or eye contact. It can also be communicated through clothes, hair style or architecture, symbols and pictures. Voice or speech includes non-verbal elements called paralanguage, which include quality of voice, emotion, manner of speaking as well as prosody related features like rhythm, intonation and stress. Similarly, written text also has non-verbal elements like style of handwriting, spatial arrangement of words or use of emoticons etc.

Facial expressions, eye expressions, body language etc. play an important role in acting. In non-verbal communication dance is a form of communication that requires the same basic brain capacity for perception, creativity and memory as verbal language requires during speaking and writing. During war, the use of code language, signals, gestures, body language etc. has an important place among the armies. In various types of sports, strategic messages are given to one's partner and opponent through non-verbal means. Non-verbal communication is used extensively in government and non-government offices. Today, non-verbal communication is being used in some form or the other in almost every field. Non verbal communication is a basic requirement of deaf people, because in the absence of verbal communication, non-verbal communication becomes necessary for them in their daily living.

#### **Challenges of non-verbal communication-**

There are many challenges of non-verbal communication. Many times the sender is not able to convey his message completely to the receiver only through signals, facial expressions or eye movements etc. Most non-verbal communication is based on uncontrolled signals, i.e. It is difficult to find a single meaning from them. Some signs have different meanings in different societies and cultures. On the contrary, a large part of the elements of non-verbal communication have also become statue-like to some extent. That is, there are some signals or physical expressions which have the same meaning all over the world. According to Paul Ekman, the expressions of anger, disgust, fear, happiness, sadness and surprise are universal, i.e. people around the world express these feelings non-verbally in the same way.

#### **Limitations of non-verbal communication-**

In non-verbal communication, there may be some posture or some action of the communicator or the receiver. Also, this posture or action can be extreme like physical gestures or like eye gestures or sarcasm. The message expressed in non-verbal communication may be different from the verbal message. This communication can be interpreted as a person's mental state or social experience. Not everyone can use non-verbal communication effectively. This communication is mostly used when the sender and receiver are face to face.

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