

1 **CHAPTER 8**

The Nonverbal Code

Part 1: Introduction

2 **Non-verbal and Verbal Communication**

- Humans only: abstract language
- All animals communicate non-verbally
 - Sight
 - Sound
 - Smell
 - Touch
- Theory that human language evolved from non-verbal communication
- Baby sign language

3 **Non-verbal vs. Verbal Communication**

- Babies able to learn non-verbal communication before being able to speak
- Seems to validate theory that language came after gestural communication
- What happens when verbal language not available?
- Encounter with “Beami” tribe of Papua-New Guinea

4 **Non-verbal vs. Verbal Communication**

5 **Non-verbal vs. Verbal Communication**

- From BBC series “Life on Earth” (1978)
- The same tribe were the subject of controversial TV special in 2011, “Eating with Cannibals” (Piers Gibbon)
- No common language
- Common non-verbals: pointing, nodding, smiling, frowning
- Able to communicate request non-verbally
- Different: counting system

6 **Non-verbal vs. Verbal Communication**

- Clip: Desmond Morris on importance of non-verbal

7 **Non-verbal vs. Verbal Communication**

- In extreme situations: we resort to gestures
- Also when strong emotions are involved
- Gestures can be vital part of message sent
- However, context is important
- Is non-verbal always more important than verbal?

8 **Non-verbal vs. Verbal Communication**

- Functions of non-verbal, signals can...
 - complement
 - accent
 - substitute
 - repeat
 - contradict
- ...the verbal message
- Contradictions between verbal and non-verbal: how resolved?
- In addition, regulates and manages conversations

9 **Non-verbal and Verbal Communication**

Some key questions:

1. How do people learn non-verbal behavior?
2. What relationship exists between non-verbal behavior and verbal behavior?
3. Does all non-verbal behavior communicate something?
4. Does understanding non-verbal behavior help us communicate well, particularly across cultures?
5. Is there a systematic way to analyze non-verbal communication across cultures?

10 **Non-verbal vs. Verbal Communication**

- Verbal language: *symbol* based

- Arbitrarily selected, an abstraction
- Learned stimulus representing something else
- “cat” = furry domestic animal
- Can be described by set of rules
- Non-verbal language: *signal* based
 - Natural part of what it represents
 - Smiling or frowning natural, not learned
 - Some gestures, however, symbolic and learned
 - More restricted in what can be expressed
 - Sometimes more useful than speech: sports, stock exchange, directing traffic
 - No formal set of rules

11  **Non-verbal and Verbal Communication**

- Channels of non-verbal communication
 - *Kinesics*
 - *Paralanguage*
 - *Chronemics*
 - *Proxemics*
 - *Haptics*
 - *Olfactics*
- Also: Physical appearance and dress