

NON-VERBAL COMMUNICATION

By Dulcinea Langfelder and Anne Sabourin



NON-VERBAL COMMUNICATION



Who is

- Dulcinea Langfelder?
- Victoria?

And what is the aim of this workshop?

NON-VERBAL COMMUNICATION



To better communicate

- Listen and be sensitive to non-verbal language
- Learn to be conscious of ones own body and how others perceive what our bodies do;

Non-verbal communication

- Refers to the study of Body Language. It is composed of facial expression, gesture, posture, attitude and interpersonal distance.
- Para-verbal communication is tone of voice, speed of speech, volume, etc.
- Non-verbal communication relates to voluntary or *involuntary* actions, done consciously or *unconsciously*.

Ex: Open the hand

Why is non-verbal communication so important?

- It's a key element in the transmission of verbal messages.

The meaning of words counts for 7 % of the transmission,
tone of voice: 38 %,
visual impression: 55 %
Ratio Albert Mehrabian

- The physical language of an individual affects the way we perceive their personality, their intentions and their feelings.
- The way we process information can be influenced by the movements of our own bodies...

Why is non-verbal communication so important?

- Our emotions and behaviour can be influenced by our own movements.

The research of neuropsychologists, Antonio Damasio and William James supports the idea that emotions can be determined by physical perception. Studies have shown that immobilizing or restricting movement can modify the content of our discourse and our verbal expression. Botox, for example, can alter our perception of our own emotions!

- What is happening when we fold our arms?

Communication and the brain

according to Paul Watzlawick (1921-2007)

The left hemisphere of the brain controls most of our cognitive functions. It perceives all that is linear and chronological: letters, numbers, cause and effect, etc. It allows us to analyse and decipher codes.

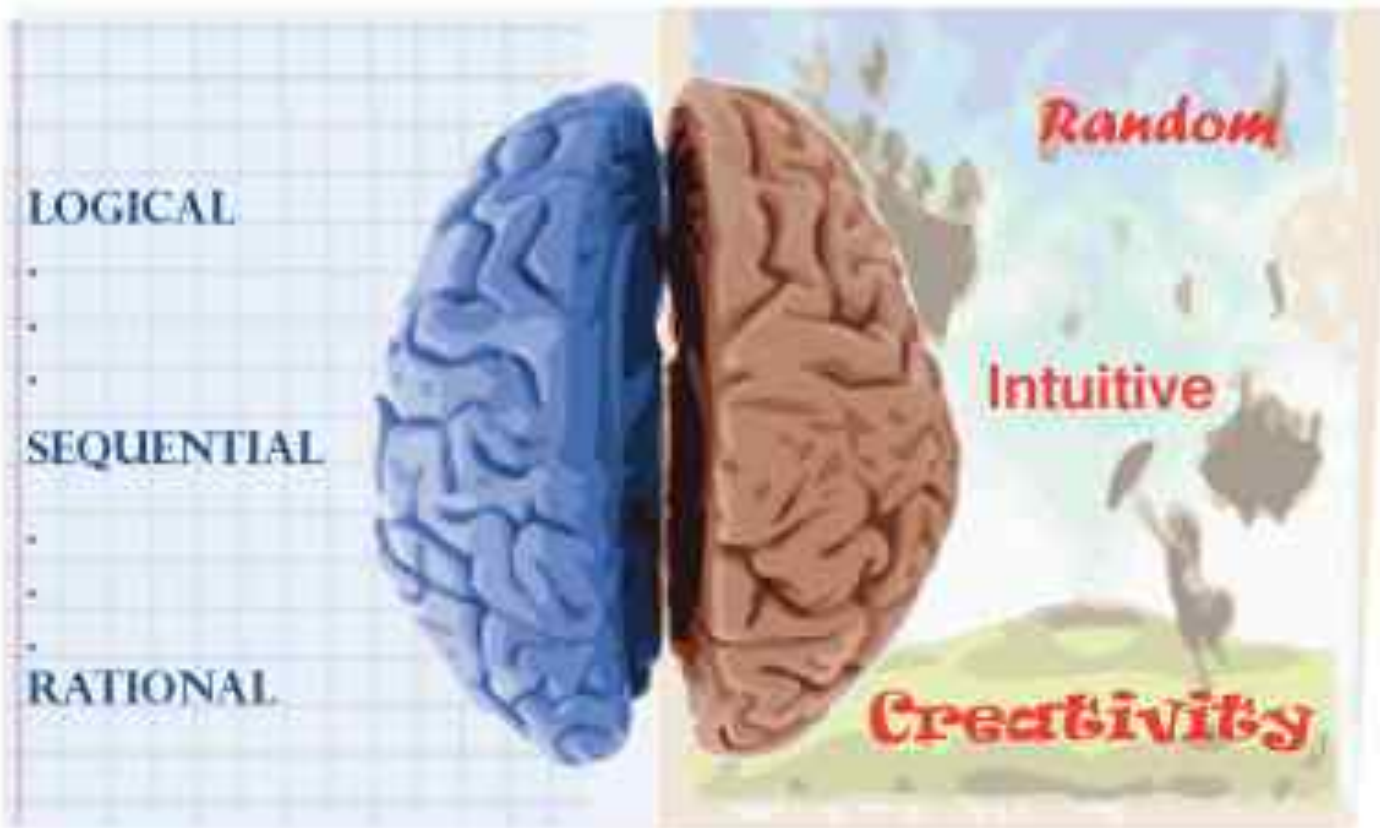
The right hemisphere perceives the big picture rather than details. It controls the sensorimotor system, the non-verbal and the emotional response.

When we dream, the left hemisphere is deactivated. The right hemisphere, with its metaphorical and non-chronological nature, dominates.

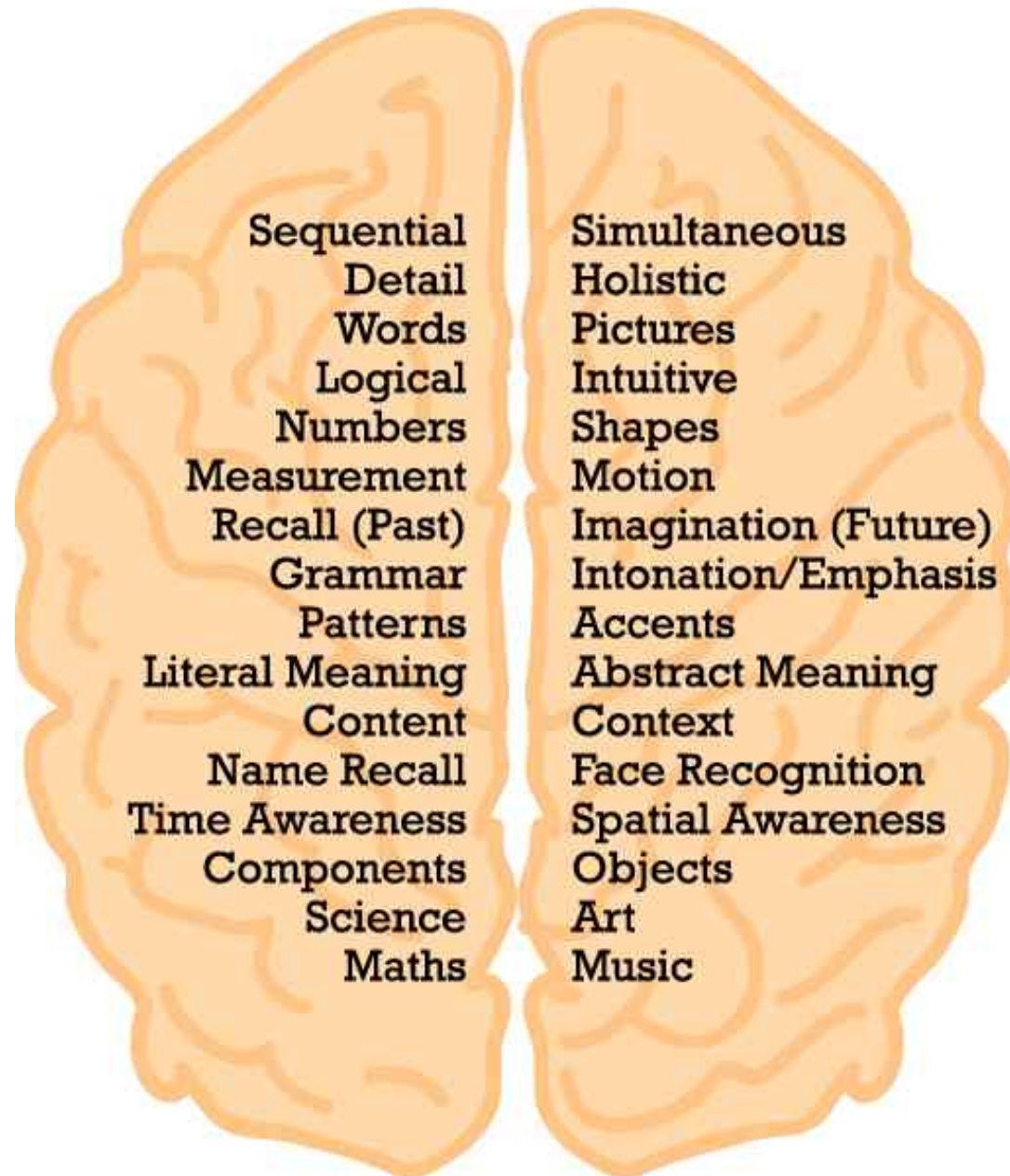
Alzheimer's disease (and related dementia) progressively erases the codes and conventions that we need to communicate verbally. To compensate, the brain refers to the sensorimotor system, reinforcing it and the emotional response.

Left

Right



LEFT BRAIN RIGHT BRAIN



The study of non-verbal language

1. Facial expression;
2. Look of the eye;
3. Gesture;
4. Posture;
5. Touch;
6. Para-verbal communication.

Facial expression

The 7 primary universal expressions*

- Sadness
- Joy
- Anger
- Disgust
- Surprise
- Scorn
- Fear

“All people express these emotions the same way, and are capable of immediately recognizing them.”

**Based on the research of psychologist Paul Ekman*



Facial expression is contagious

Exercise : the irresistible smile

2. The look in the eye

- Looking people in the eye helps to make ourselves understood, to understand others and to make sure that they are attentive.
- The more our attitude is positive, the more visual cues are provided. Inversely, visual contact creates a positive attitude in our communication.

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Gesture

- Using hand gestures and other visual aids makes for better understanding.
- Be wary of brusque, nervous or rigid moves...

Movement = Body part, space, time and force.

- Illustration of 'percentages' according to Eugenio Barba

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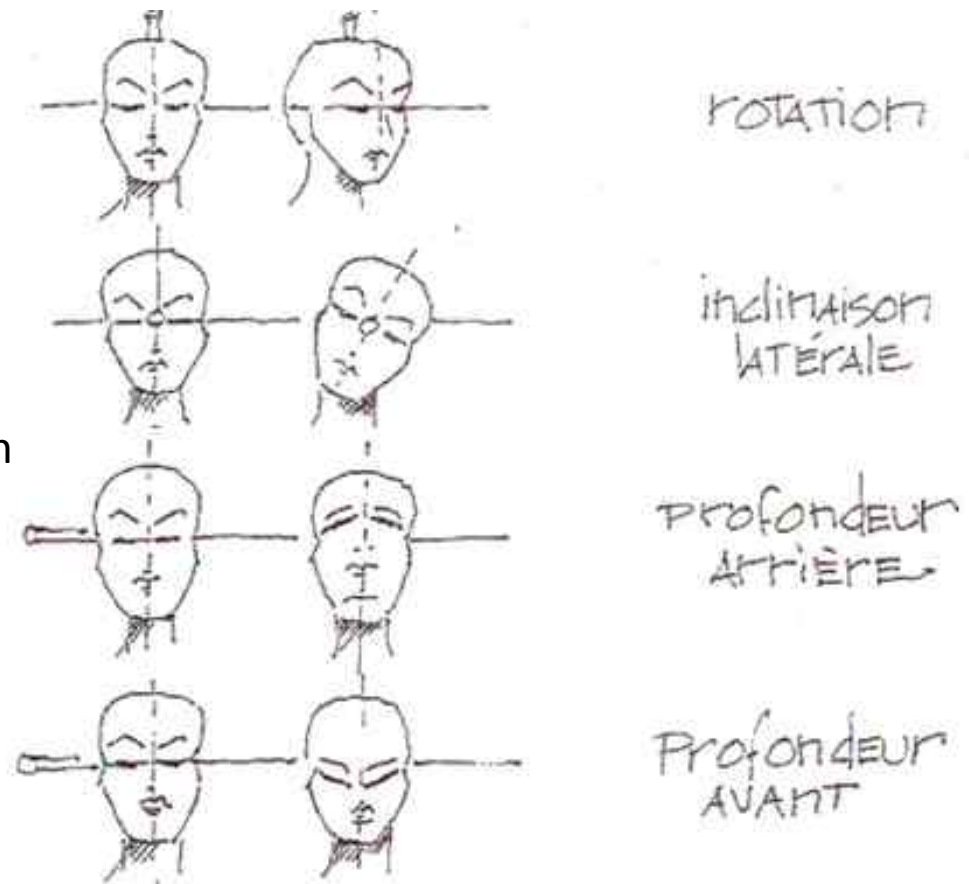
Posture

- Indicates our attitude when we are communicating – dominance, submission, sociability, resistance, apprehension, etc.

Étienne Decroux (1898-1991).

Movement according to Étienne Decroux:

- 3 planes in space
- Segmentation
- Relationship between spatial planes and emotional expression



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Posture

A positive attitude stimulates confidence and exchange

- Be face to face in order to capture attention;
- Be at the same level (to avoid a sensation of domination);
- Be close enough to facilitate comprehension;
- Seated position: be wary of the torso's position;

- Exercises in couples: without words, communicate different states by leaning forward, backward, sideways and in translation

Touch

Benefits of respectful touching

- Physical involvement
 - Positive perception
 - Inspires confidence
 - Inspires calm
 - Convexity versus concavity
-
- Surprise touching is not a good idea, nor is invasive touching.

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Para-verbal communication

Taking tips from theatre training:

- **Tone of voice**
- **Rhythm**
- **Diction**
- **Volume**

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Para-verbal communication; exercise in intonation

What a beautiful day

I'm so tired

It's delicious

You know me

This pasta is uneatable

It's good for your health

I'll never forget papa

Don't forget to smile

I'm fed up

Ah, I'm so angry with you

You look wonderful

I love you

Stop

Happy to see you

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Para-verbal; exercise in intonation

Say one of the preceding sentences in one of the following ways

- **Questioning**
- **Imperative**
- **Soft**
- **Resigned**
- **Anxious**
- **Detached**
- **Insistent**
- **Sad**
- **Tender**
- **Tired**
- **Passionate**
- **Worried**
- **Soothing**
- **Authoritarian**

Conseils pratiques situationnelles

Le règle d'or en improvisation théâtrale : ne contredit jamais; suivre toujours

- **Le proche pose la même question maintes fois**
- **Le proche dit des choses décousues**
- **Le proche vous embarque dans une discussion ou une situation absurde**
- **Le proche vous prend pour quelqu'un d'autre**

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Exercise:

In one of the following situations, make all the mistakes possible in your attempt to communicate, using words OR gibberish.

1. Your loved one must exercise, but they hate to! Try to convince them to do what is best for them.
2. Your loved one doesn't recognize you; try to let them know who you are.
3. Your loved one is depressed; try to cheer them up.

Remember your physical

facial expression, gesture, position, posture, proximity

And your vocal

tone, speed, volume, articulation.