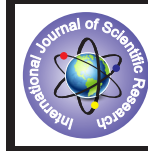


## Non Verbal Communication Cues: an Urgent Required Skill for Achieving Effective Communication



### Engineering

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### ABSTRACT

*In the present globalized world it is incumbent upon everyone to have effective communication skills in order to compete with others. Effective communication skills constitute both the verbal and non-verbal signals. Verbal Communication refers to the communication which occurs with the help of words whereas Non-verbal communication refers to the type of communication that does not use words. As a matter of fact, non-verbal communication plays a significant role in our daily life. Surprisingly, more than 90% of all the communication we use every day while sharing information is supported by body language. According to experts, a substantial portion of our communication is nonverbal. Every day, we respond to thousands on nonverbal cues and behaviors. Hence to become better communicator one should pay attention not only to the verbal communication but also to the body language and non-verbal cues of others. The present article discusses different forms of non-verbal communication in addition to its importance.*

### Introduction:

Non-verbal communication is ancient and universal. Non-verbal communication skills are a vital part of our everyday lives. Candidly speaking we communicate with much more than words while interacting with others. In the process we continuously give and receive countless wordless signals. Non-verbal cues play a significant role in every transaction of human communications. It is important to recognize that the nonverbal communication that speaks the loudest. The ability to understand and use nonverbal communication is a powerful tool that can help us connect with others, express what we really mean, and build better relationships. According to the studies by UCLA professor Albert Mehrabian, body language accounts for 55% of a first impression; 38% comes from tone of voice; 7% comes from our actual words. Hence one should have vivid idea about different cues of non-verbal communication and we should take care of these cues while passing or receiving them.

### Non-verbal Cues:

Non-verbal cues include gestures, eye contact, posture, facial expression, space, attire, appearance, distance and mannerisms etc. In this present paper of us, we have discussed only five important non-verbal cues namely - gestures, eye contact, posture, facial expression and Physical appearance.

**Eye contact:** Robert Whiteside describes eyes as 'the windows of our souls and mirrors of our hearts'. Our eyes will convey the truest and sincere feelings while talking to others. People who do not maintain proper eye contact in the interactions will be suspected of being secretive. Hence, we must maintain eye contact while listening to someone. This will indicate that you are paying attention to what the person is speaking. As a result of this, effective communication is possible without any hurdles.

### Following are some tips that will help us to maintain proper eye contact:

- Always try to maintain good eye contact with your listeners to the maximum extent.
- In case if you are delivering a speech by standing before large gathering, keep looking in all directions as much as possible.
- Never look at your nails, floor, ceiling etc. while interacting with others.

**Gestures:** Another non-verbal cue is gestures. It refers to the use of fingers, hands, and arms for expression. Without using appropriate gestures a speaker cannot create a good impression in the minds of his listeners. It is important to remember that the gestures should be natural. Be always sure that your gestures are consistent with the verbal message and there is no contradiction at all between these two.

### Following are some tips that will help us to use proper gestures:

- Always keep your hands under control.
- Make sure that you are using graceful gestures.
- Try to avoid the awkward gestures such as - rubbing nose, playing with pens, scratching hair, wringing hands etc. to the extent possible or else you will unknowingly send negative body signals.
- Check yourself by standing before the mirror how your gestures are.

**Posture:** This is considered another component of non-verbal communication. Your posture talks about your personality. By looking at your posture the people will form an opinion in their minds about yourself that what sort of person you actually is - bold, confident and dynamic person or timid, submissive and servile fellow. Always have an eye on your body postures and correct them if they are not appropriate.

### Following are some tips that will help us to maintain impressive posture:

- Stand straight when delivering a lecture or speech to the large audience.
- Don't sit on the edge of the chair or don't lean back of the chair.
- Be at ease with your sitting and standing posture.
- Avoid crossing legs while sitting before the audience.

**Facial expression:** It is said that the face is the index of the mind. Whatever we think and feel in our heart and in mind may be found on our faces by the opposite people who are interacting with us. Facial expressions reveal our feelings and emotions. Having a cheerful smile on your face will surely give positive signals in the interactions. Do not forget one thing - your facial expression and verbal message should match with each other so as to avoid misunderstandings.

### Following are some tips that will help us to maintain proper facial expressions:

- Always have a cheerful smile on your face.
- Avoid raising your eyebrows while speaking or listening to others.
- Avoid being dull and expressing sadness in the face.
- Try to avoid reflecting strong emotions on your face to the extent possible.

**Personal Appearance:** It goes without saying that a person cannot create a good impression in the minds of others unless his external appearance is good. If a person fails to maintain himself/herself well is not like to win the appreciation of his/her audience. Hence dressing well and keeping a good posture

will always bring right results.

**Conclusion:**

Since body language acquires a universal appeal and impact, it becomes imperative on our part to attain a certain level of proficiency. Non-verbal cues along with verbal sign in the right proportion pave the way for a meaningful communication. As

Bird Whistell said, "All movements of the body have meaning. None are accidental". Thus, in order to attach proper meaning to our message in course of interactions, all the movements of the body are to be utilized properly with care. By paying attention and with the conscious efforts any one can undoubtedly improve his/her body language.

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