

**University of Mohamed Khider**

**Teacher:** Dr. Youcef LAALA (instructor)

**Subject: Communicative Situation/ Grade: Master 1 LMD/ Date: February 2020/ Multiple days lesson.**

**Description of the Content:** Theoretical.

**Learning outcome:** At the end of the lesson, learners would learn about Advanced Techniques of Communication

**Curriculum Connection:** Semester 2

**Instruction:**

1. **Engagement:** Introductory question(s) to check students' knowledge about the subject matter / Discussion
2. **Teaching Methodology:** Communicative Approach
3. **Practice activity:** Related Terminology / Instant questions / Research Paper

**Materials & resources:** Creating Communication, exploring and expanding your fundamental communication skills. Randy Fujishin (2009)

**Assessment Strategies:** Oral/ written tests + official tests

**Author of the lecture:** Mrs. Nassima Laouichi

## Chapter 04

### *Creating Supportive Nonverbal Communication*

Intro (Reading)

#### **1. Nonverbal communication:**

“No Word” is considering one of the most efficient ways that we can find them in our everyday life. We define it as ‘All non-spoken or written language that is expressed only by actions, some behaviors or even the tone, how we say something and it has certain impact on the receiver.’

#### **2. Principals of Nonverbal Communication:**

<b>Nonverbal communication:</b>	<b>Verbal communication:</b>
<ul style="list-style-type: none"><li>• <b>Continuous:</b> like a smile you cannot stop it, even if you do it is already done and grasped.</li></ul>	<ul style="list-style-type: none"><li>• <b>Not continuous:</b> a sentence has a beginning, middle and ending i.e. we can stop everywhere. <b>E.g.:</b> yes, what do you say...I cannot hear you.</li></ul>
<ul style="list-style-type: none"><li>• <b>Instantaneous:</b> you immediately read when you hear or see something. <b>E.g.:</b> bad events directly you react by kind of sadness.</li></ul>	<ul style="list-style-type: none"><li>• <b>Slow:</b> sometimes you take time to say something when you hear bad news, and you keep quiet.</li></ul>
<ul style="list-style-type: none"><li>• <b>More universal:</b> it is clear when shaking hands, waving the hand (good bye), or</li></ul>	<ul style="list-style-type: none"><li>• <b>Special (limited):</b> but using any language it has a specific group who can understand it.</li></ul>

<p>nodding....every one can understand the message. It contains six universal facial expressions shared among people: happiness/ sadness/ anger/ surprise/ fear/ disgust.</p>	
<ul style="list-style-type: none"> <li>• <b>It Multi channeled:</b> i.e. it deals with all 5 channels: seeing/ hearing/ smelling/ tasting and feeling.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Bio channeled:</b> i.e. it deals only with auditory channel and visual channel.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Emotionally rich:</b> it carries different and deep attitudes and emotions. <b>E.g.:</b> happiness →the more you express it by your facial expressions the more you know the degree of happiness.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Emotionally poor:</b> it can mean only the direct meaning of the word. <b>E.g.:</b> _ boot →means a huge mean of transportation. _ But happy here must be replaced by other words to describe the degree of happiness.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Is function specific:</b> there are five primary functions or categories: Emblems, Illustrators, Regulators, Affect display, Adaptors.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Is function general:</b> each word has its common and general meaning and function beyond the context of the sentence or the speech.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Is ambiguous:</b> i.e. because one behavior can be interpreted in different ways or it can convey various messages depend to: the culture, psychology and the historical background of the receiver...</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Is clear:</b> as we say before each word has its proper sense or meaning.</li> </ul>

### 3. Types of Nonverbal Communication:

Nonverbal communication has four primary categories:

#### a) **Body Movements:**

When people use their bodily gestures or movements in order to communicate with others they must include: facial expressions, eye contact, posture, gestures. E.g.: when you are sitting and suddenly you see someone who was absent for long time: you stand up, you have certain facial expression, you fix your eyes on him, and you welcome him cordially i.e. we use all the body movements in the same time.

#### b) **Paralanguage:**

It mean how to speak, It includes four characteristics that are: 1/pitch, 2/volume, 3/rate, 4/quality. By which we are able to discover the real meaning of the sentence.

#### c) **Personal presentation:**

It deals with our way of clothing, grooming, and touching behaviors because **\_Clothing** is one of the most important ways to represent your personality, your religion, your taste and culture.

**\_Grooming** means how to take care of your beauty, your house, your plants and even your pets.

**\_Touching** is the most intimate and sensitive form of nonverbal communication that involves the skin and deals with our hands and how we use them to communicate.

#### d) **Proxemics:**

We mean by them the personal spaces specified for us which preserve our intimacy and it is divided in to four distances:

- Intimate distance (0 →18inches) ⇔
- Personal distance (18inches → 4feet) ⇔family\_friends.
- Social distance (4fites → 12feet)⇔ case of business.
- Public distance (12feet → 25feet)⇔ ceremonies-speeches.

#### 4. **Creating Expended Nonverbal Communication: The T.O.U.C.H Techniques:**

The most useful techniques to make powerful relationships with others are:

- **Touch others:**

Touching others make great impact on them, only in some cases when touching consider as something forbidden or undesirable, so we must respect the others desires and cultures.

- **Open to others:**

Your way of communication determine your desire whether you are social person and you want to make new relations or the inverse.

- **Uplift others:**

It is a sort of goodness and kindness by which you promote and advance you scores in your society by doing simple things to gain their respect and their love.

- **Connect with others:**

Man is a social animal as Aristotle said, he cannot live alone, he must build relationships with many people in different fields. He needs to feel part of his community.

- **Help others:**

We must help others but not only by words, we must act and do our best to change their bad conditions, which will give fruitful results for them and for you, yourself. This is the real meaning of life.

End of the paper.

By Nassima Laouichi