

# Chapter 18

## Non-Verbal Communication

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### **ABSTRACT**

*Communication is the exchange of information with the help of words, speaking, writing, or by using some skills, which can be touch, any sound, body language, posture, etc. Communication is of two types: verbal and non-verbal communication. Verbal communication is that in which information is exchanged by speaking. Non-verbal communication is that in which information is exchanged without speaking but by writing or using skills such as by some sound, touch (handshake, hug), body language, eye contact, physical appearance, etc. It is quite interesting that two or more persons interact among each other without speaking. Some barriers are also there for non-verbal communication such as silence, strange body language, different facial expressions, which create difficulty in understanding.*

### **INTRODUCTION**

#### **What is Communication?**

Communication is the exchanging of information by speaking, writing, or using skills. Communication means to communicate or to share. Communication is a process which includes several steps to provide information. Communication process includes 7 steps which are as:

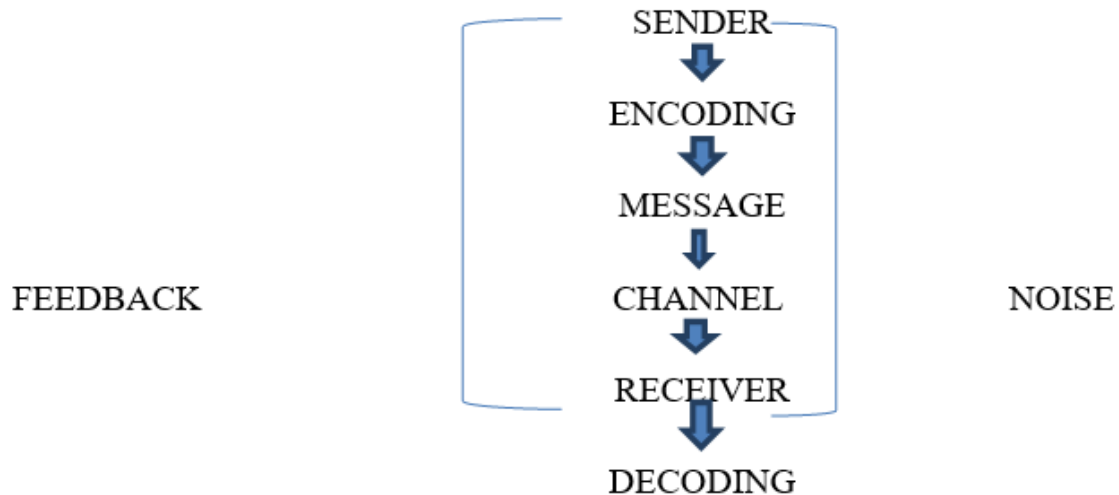
### **LITERATURE REVIEW**

Chaudhry A. N., (2012) “Teachers’ Nonverbal Behaviour and Its Impact on Student Achievement”: The authors conducted this observational study to see the impact of teachers’ nonverbal behaviour on academic achievement of learners. They also investigated the relationship of between teachers’ non-verbal behaviour and academic achievement of students in different educational institutions. The study concluded that it was found to be consistent.

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Figure 1. Communication process



Seetha S., (2013) “Necessity of Soft Skills Training for students and professionals”: The author focused on the current scenario where the issue of employability of graduates has become very serious and critical. The authors have said that, soft skills such as leadership, communication, teambuilding etc. have become critical for hiring and promoting employees to keep positions and also help students’ have a smooth transition to become young successful managers.

Mehta H. J., (2015) “Developing Effective Communication Skills”: The authors in this paper attempted to explore the significance of effective communication in the corporate world and deals with the importance of active participatory learning for commerce students and professionals to enhance employability through effective communication skills in the current scenario.

Nair N. R., (2015) “Soft Skills: The Employability Success Mantra”: The authors proposed a few suggestions about how soft skills can be instilled in students in the English class by incorporating a few creative and interesting tasks with the objective of bridging the gap between academia and industry.

Rana P., (2015) “Effective Communication Skills”: The author has presented a step-by-step approach to the discipline and provides insights into the processes of human perception and communication. These have led to the development of tools and procedures that increase the effectiveness of communication.

Shams F., et al., (2016) “Non-Verbal Communication and Its Effect on Students at Secondary Level in District Buner, Pakistan”: The authors attempted to focus on the aspect and effects of non verbal communication behavior as a universal component of effective teaching process. Further they have suggested that teachers should be trained to make effective use of non-verbal skills in the class. Results showed that most of the teachers use non-verbal communication always for motivating the learner during teaching learning process.

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