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मध्य भारती

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शान-विज्ञान विमुक्तये

NONVERBAL COMMUNICATION AT WORK

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ABSTRACT

When emotions, identities, and status roles are important, as well as in circumstances where verbal communications are unreliable, ambiguous, or otherwise challenging to interpret, nonverbal communication—the use of dynamic but non-linguistic messages like facial expressions, gestures, gaze, touch, and vocal cues—is especially crucial. The analysis of perception and expression, as well as the social aspects that can jeopardise veracity—self-perception and the interpersonal process of deception—are necessary to fully comprehend the significance of nonverbal communication in social psychology. Finally, the analysis needs to be expanded to include more intricate layers of dynamic interaction and mutuality, including discussions, interpersonal expectations, social influence, and feelings of attraction. Hence, this is the format that this essay uses. Following a discussion of the history of nonverbal studies, this chapter goes through nonverbal indicators in perceiving others, expressiveness and charisma, self-presentation, deception, social impact, attraction, expectation communication, and workplace discourse. Nonverbal communication is crucial for understanding how professionals behave.

INTRODUCTION

You can find yourself chit-chatting with co-workers all day long at work without uttering a word. Consider how your posture, facial expressions, body language, and eye contact can support and reinforce the talks you have at work.

Whether you are leading a presentation at a meeting, conversing with co-workers in the hallway, or talking to your boss in his or her office, nonverbal communication affects the interaction. Social situations including lunches, office parties, and after-work activities all involve nonverbal communication.

When we discuss "communication," we frequently refer to "what we say," or the language that we employ. Interpersonal communication, however, encompasses much more than just the information or message that words explicitly communicate. It also includes nonverbal behaviours that convey implicit messages, whether they are intended to or not.

Facial expressions, voice tone and pitch, body language gestures (kinesics), and physical proximity between communicators are all examples of non-verbal communication (proxemics).

Beyond spoken (verbal) communication, these non-verbal cues can provide additional information, meaning, and hints. Nonverbal cues make up a sizable component of our communication. In fact, according to some experts, nonverbal communication accounts for four times as much of communication as verbal communication, with movements and gestures making up 80% of communication and words only 20%.

In actuality, just 7 percent of communication is verbal and 93 percent is nonverbal. According to Albert Mehrabian, a psychologist at the University of California, body language and facial emotions account for 55% of communication, with tone of voice making for 38%.

DEFINE NONVERBAL CUES

What you wear, how you wear it, your facial emotions, your body language, your eye contact, your voice, your posture, and the space between you and your audience are all examples of nonverbal

communication. People's comprehension of what you are trying to say is influenced by nonverbal clues, and their response reflects the manner in which you conveyed your message. Your nonverbal communication influences the receiver of your message if you are anticipating a particular response from them.

The act of communicating without using words is known as nonverbal communication. This could entail utilising particular facial expressions or hand gestures to emphasise a point, or it could entail using (or not using) nonverbal cues like eye contact, physical proximity, and others to convey a message.

Thousands of nonverbal signs and behaviours, such as postures, facial expressions, eye contact, gestures, and tone of voice, are picked up on daily. Our nonverbal communication, which includes everything from handshakes to hairstyles, reflects who we are and affects how we interact with others.

While effective communication is essential for both personal and professional interactions, it's your nonverbal clues, sometimes known as "body language," that are more noticeable. Body language is the nonverbal communication method of using physical actions, facial expressions, and mannerisms. It is frequently done unconsciously rather than on purpose.

Whether you realise it or not, you constantly send and receive nonverbal cues when you connect with others. All of your nonverbal cues, including your posture, tone of voice, eye contact, and gestures, convey important information. They have the power to make people feel at ease, foster trust, and entice people to you—or they can irritate, confound, and undercut your message. After you cease speaking, these messages continue to be sent. You can still communicate nonverbally while you are silent.

When it comes to a workplace's effectiveness and success, communication is essential. Without it, essential interactions with clients and customers would not be had and projects would not be finished. The importance of nonverbal cues in conveying your comprehension and attitude to managers, employees, and clients cannot be overstated. Knowing the value of nonverbal cues will help you become more conscious of your words even before you open them.

Contradiction: Your managers, co-workers, and clients can tell how you really feel about a situation based on your nonverbal cues. Even if you consented to the weekend work, your boss will be able to tell that you are unhappy if he asks you to come in on a Saturday to finish a project and you respond "yes" while giving him a clear indication that you are rolling your eyes. Especially when your verbal and nonverbal cues conflict, your actions frequently speak louder than your words and reveal your genuine thoughts in the workplace.

Reinforcement: On the other hand, in many professional settings, nonverbal indications can support your viewpoint. If you are selling a fresh idea to a client and give him a firm handshake and a smile to cement the deal, those nonverbal cues will show him that you are enthusiastic about the chance to work with him. The new client will feel confident in their choice to work with you as a result of your confidence. It's crucial that your nonverbal and vocal communication line up in these circumstances.

Understanding: When communicating nonverbally at work, you might show that you have understood instructions, project objectives, or responsibilities from your boss or co-workers. A simple nod of the head at a meeting can signify agreement with a co-worker's statement or acceptance of a supervisor's assignment. In fact, in these instances, nonverbal communication is typically favoured, as it communicates your message without disrupting a meeting or interrupting another person who is speaking.

Happiness: Your general level of job satisfaction might be revealed through nonverbal communication. Your co-workers and managers won't think much of you if you groan throughout the workday, slump over your computer, and cross your arms in meetings to appear bored. On the other hand, if you try to smile at co-workers as you pass them in the corridor, sit straight during meetings, and make eye contact, you will come across as interested and engaged in your work.



Your total body language, which includes your posture and appearance, serves as a type of nonverbal communication with other people. Nonverbal cues like eye contact and facial expressions can be used to convey ideas instead of words. Also, a person's voice tone may convey nonverbal cues to others. Throughout the course of the working day, people engage with one another in the workplace using both verbal and nonverbal cues. In essence, nonverbal communication can be just as significant as verbal communication.

EFFECTIVE NONVERBAL COMMUNICATION AT WORK: TYPES AND EXAMPLES

In essence, effective verbal communication skills enable workers strengthen relationships with their co-workers and convey knowledge across the organisation. The capacity for nonverbal communication, however, may have an impact on how well employees perform.

The use and understanding of body language by managers and their teams is essential for productive interactions at work. According to the career and small business website Chron, a manager can improve employee morale and job performance by providing favourable nonverbal cues when engaging with staff.

According to Forbes.com, there are a number of nonverbal signs that demonstrate confidence at work:

Strong eye contact: While eye contact communicates interest, involvement, and emotions, it is your main tool for building nonverbal connections with others. People frequently see persons who communicate while maintaining eye contact as being trustworthy.

Useful facial expressions include maintaining a little grin, occasionally nodding, and making eye contact with your co-workers to demonstrate that you are listening.

An assured handshake: The handshake is the only acceptable form of physical contact in business; thus, it must be strong.

Hand gestures with a purpose: Hand gestures lend emphasis and significance to spoken words.

Commanding posture and presence: As it produces a dynamic presence and a leadership attitude, a Person & sitting and standing posture and presence should be commanding. Whether a worker is relaxed in their chair or tightly seated on the edge of their seat, their sitting position sends messages. To project confidence, authority, and vigor when standing, make sure you stand tall and straight.

PACING DISCUSSIONS IN THE WORKPLACE

Every area of corporate operations benefits from having effective communication, yet occasionally there may be a communication gap between employers and employees. For this gap to be closed and prevent it from impeding productive dialogues, leaders should receive training in nonverbal communication.

Another element of nonverbal communication is the pace of a conversation, particularly in a multicultural workplace, according to the Society of Human Resource Management.

Be understanding of those who require extended silent periods.

If someone seems to be dominating the conversation, don't judge.

Watch how individuals communicate and imitate them.

Workers should also receive training in nonverbal communication strategies for in-person interactions, phone calls, and even email discussions. Nonverbal indicators specific to email and chat windows can be mastered with practise.



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LITERATURE REVIEW:

Ravi S. Kudesia, Hillary Anger Elfenbein (January 2013) focuses on the use of nonverbal cues at work. The importance of nonverbal communication in organisational life is underappreciated. The most important information about the roles, uses, and pervasiveness of nonverbal communication in the workplace is condensed. The goal of this paper is to give academics and professionals alike an accessible and evidence-based resource for understanding the special difficulties and opportunities of nonverbal communication.

Phutela, Deepika (December 2015) analysis suggested a general review of several non-verbal cues such as body language, hand gestures, facial expression, and eye contact. Non-verbal communication has many different channels, is ongoing, is more ambiguous, and frequently contradicts spoken language. People frequently rely on non-verbal cues to decipher the true meaning of a communication when non-verbal and verbal cues disagree.

Noor Afzaliza Nazira Ibrahim, Nur Shazana Abdul Rani, Mohamad Hafifi Jamri, Mohd Hilmi Bakar, Shafezah Abdul Wahab, Maizatul Haizan Mahbob, Nazri Kahar (June 2022) the significance of nonverbal communication in the workplace is covered in this essay. Presentation of thoughts and emotions to others is a part of communication. The importance of non-verbal communication within an organisation should be emphasised more because it is crucial that workers comprehend its genuine meaning in order to prevent message misunderstandings.

Ursula Hess (December 2016) highlighted first impressions and the conveyance of states like emotions both heavily rely on nonverbal behaviour. The current article examines nonverbal communication paradigms before summarising research on the nonverbal expression of emotions through the voice, gaze, posture, touch, and face. Finally, a section on nonverbal cues in the context of first impressions is covered. The second portion describes some more recent studies on dyadic synchronisation. It is made clear that nonverbal behaviour is shaped by its social and cultural environment, which influences both the behaviour and how it is perceived.

Judith A. Hall, Terrence G. Horgan, and Nora A. Murphy (January 2019) Specifically, pay attention to (a) the correlates and meanings of cues enacted (transmitted) by encoders and (b) the perception of nonverbal cues and the precision of such perception. There are offered conceptual and analytical frameworks for thinking about and comprehending the exchange of nonverbal cues. Measurement-related difficulties are examined, along with theoretical concerns and recent advancements. The rising volume of research on NVC across various fields of scientific study is clear evidence of the interdisciplinary character of NVC, despite the fact that our review is predominantly focused within social and personality psychology.

Fatemeh Bambaeroo and Nasrin Shokrpour (April 2017) concluded that Logic requires that we push the recipient of a message towards the nonverbal message and ask him to pay more attention to nonverbal than verbal cues because non-verbal cues frequently reveal the intention of the sender of the information and reflect his/her emotional reactions. It has been concluded that non-verbal communication is highly reliable in the communication process. According to the study's findings, it is advised that paying attention to nonverbal communication abilities can have a favourable impact on a student's future.

Lucia Bitca (June 2022) The ability to close existing gaps in the development process and ensure a more competitive level can be greatly aided by increasing competition in the organisational environment and strengthening human capital, and the professional development process includes not only setting career goals and training agreements but also evaluations and the feedback needed to assess progress. Police employees' knowledge and skills are improved by maximising nonverbal abilities and developing impression management techniques encouraged by psychological training. These strategies serve as the foundation for organisational projects intended to encourage employees' involvement in the organisation and help them realise their own potential. The findings from studies on nonverbal communication and impression management strategies in the workplace can be used to

create programmes for organisational counselling, business coaching, and extensive developmental training that are supported by managerial and corporate profiles.

OBJECTIVES

1. To increase workplace awareness of nonverbal communication.
2. To gain knowledge of how nonverbal cues affect professional communication or miscommunication.
3. To gain knowledge about how emotions influence nonverbal behaviour at work.
4. To investigate if personality may be understood through nonverbal cues at work.



PROBLEM STATEMENT

There are many studies on nonverbal communication, with the majority of these studies concentrating on teachers and students, however there is a gap in the research on nonverbal communication in the workplace and among co-workers. the miscommunication that occurs in interpersonal interactions and at work.

LIMITATIONS

1. The study's time commitment is constrained, which is a significant barrier.
2. The fact that the research topic is constrained to the three locations where the sample was collected and hence cannot be used as a universal sample is another significant restriction.

RESEARCH METHODOLOGY

- i. **Research Design:** The research was analytical and descriptive; hence a survey method was employed. Data was gathered throughout Mumbai, Thane, and Rajasthan for a survey using a standardised questionnaire that was dependability checked.
- ii. **Primary Data:** In Mumbai, Rajasthan, and Thane District, primary data were randomly gathered using a standardised questionnaire and simple random selection.
- iii. **Sample Size:** The study was only open to participants who voluntarily chose to complete all of the instruments. There were 84 responders overall, including both teaching and administrative staff from educational institutions in Mumbai, Rajasthan and Thane. The sample to which the questionnaire was given was selected using random sampling methods.

In Table 1, the sample distribution was provided. The Respondents' Socio-Demographic Profile.

Parameter	Classification	Sample (N)	Percentage (%)
Gender	Male	40	47.6
	Female	44	52.4
	Total	84	100
Age	21-30	39	46.4
	31-40	28	33.3
	41-50	09	10.7
	51-60	04	4.8
	60 & above	04	4.8
	Total	84	100
	Number of respondents aware about Non-verbal communication at workplace	Yes	75
No		1	1.2
Maybe		8	9.5
Total		84	100

Table 1. Source- Primary data

- iv. **Area of Research:** Mumbai, Rajasthan and Thane
- v. **Population:** Professors, Assistant Professors, Engineers, Government officers, Homemakers & Entrepreneur
- vi. **Secondary Data:** Newspapers, research articles, magazines, and websites served as the primary sources for the secondary information or data.
- vii. **Statistical Analysis:** Data analysis is more efficient and successful when the data are prepared effectively.

This was shown to be very significant between the conclusion of the fieldwork and the statistical processing of the data collected. Creating an electronic version of the questionnaire as part of the data preparation procedure made it possible to process the data later. Based on the data sheet, tables and graphs were made for the analysis.

- viii. **Statistical Tool:** For testing of hypothesis Anova test are applied.

HYPOTHESIS

1. H0- There is no significant relation between awareness of nonverbal cues and effective communication among the employees.
2. H1- There is a significant relation between awareness of nonverbal cues and effective communication among the employees.
3. H0- There is no significant relation between how nonverbal cues affect professional communication or miscommunication in different age groups.
4. H1- There is a significant relation between how nonverbal cues affect professional communication or miscommunication in different age groups.
5. H0- There is no significant relation between understanding personality through nonverbal cues of an individual at working place in rural and urban areas.
6. H1- There is a significant relation between understanding personality through nonverbal cues of an individual at working place in rural and urban areas.

DATA ANALYSIS

H0- There is no significant relation between the workplace awareness of nonverbal communication among the employees.

- The above-mentioned notion is rejected
- H1- There is a significant relation between the workplace awareness of nonverbal communication among the employees.
- According to the research, there is significant relation between awareness about non-verbal communication and the employees of different sectors.

Anova: Single Factor				
SUMMARY				
Groups	Count	Sum	Average	Variance
Profession	84	131	1.56	0.25
Are you aware about non-verbal communication at workplace?	84	101	1.20	0.36



ANOVA						
Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	5.36	1	5.36	17.69	0.0	3.90
Within Groups	50.26	166	0.30			
Total	55.62	167				

Interpretation: According to the survey, most of the respondents are aware of nonverbal communication in the workplace or within the organisation. According to a report, it has ingrained itself into our workplace culture.

H0- There is no significant relation between how nonverbal cues affect professional communication or miscommunication in different age groups.

- The above-mentioned notion is rejected

H1- There is a significant relation between how nonverbal cues affect professional communication or miscommunication in different age groups.

- According to the research, respondents concur that non-verbal communication disturbs professional communication, and there is a substantial relationship between different age groups.

Anova: Single Factor						
SUMMARY						
Groups	Count	Sum	Average	Variance		
Age	84	141	1.68	0.61		
Do you believe that understanding people's emotions requires understanding nonverbal communication?	84	106	1.26	0.41		
Employee motivation and success at work are influenced by the body language and voice tone of the employer.	84	170	2.02	1.28		
ANOVA						
Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	24.45	2	12.23	15.98	0.00	3.03
Within Groups	190.51	249	0.77			
Total	214.96	251				

Interpretation: According to the survey, it has been found that nonverbal cues have an impact on professional communication among different age groups at work and are comprehended by employees of all ages. Thus, at the office, nonverbal communication is crucial.

H0- There is no significant relation between understanding personality through nonverbal cues of an individual at working place in rural and urban areas.

- According to research, at work, whether in an urban or rural setting, personality can be discerned through nonverbal signs.

H1- There is a significant relation between understanding personality through nonverbal cues of an individual at working place in rural and urban areas.

- The above-mentioned notion is rejected

Anova: Single Factor						
SUMMARY						
Groups	Count	Sum	Average	Variance		
Location	84	88	1.05	0.05		
Which do you believe your co-workers pay more attention to	84	145	1.73	0.68		
Do you believe that understanding people's emotions requires understanding nonverbal communication?	84	106	1.26	0.41		
Do you closely observe nonverbal signs from the face at work?	84	147	1.75	0.86		
How would you classify the following non-verbal behavior: Crossed arms, lack of eye contact, tapping of feet and jittery.	83	213	2.57	0.49		
ANOVA						
Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	114.00	4.00	28.50	57.03	0.00	2.39
Within Groups	206.89	414.00	0.50			
Total	320.89	418.00				

Interpretation: According to the survey, a person's nonverbal clues or actions have no bearing on whether they live in the city or the country. Nonverbal indicators are detected by a variety of behaviours, such as twitchy and foot tapping.

CONCLUSION

Nonverbal communication plays a significant role in how people convey meaning and information to others as well as how they interpret body language during conversations. For executives, using the right nonverbal cues is essential. When someone's general body language, facial expressions, and voice tone are consistent with what they are saying aloud, this message is reinforced and made easier to understand by others. When you take into account what someone says vocally together with their facial expressions, demeanour, and tone of voice, you can learn a lot about what that person is attempting to communicate.

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