



Approaches to life of good Communication

- Understanding the opinions of other people
- Fair-mindedness in appraising reasoning
- Honesty in facing one's own biases, prejudices, stereotypes, egocentric & ethnocentric tendencies
- Prudence in suspending, making, altering judgments
- Willingness to reconsider & revise views
- Clarity in stating question or concern

Approaches to life of good Communication (Cont.)

- working with complexity
- **Persistence in seeking relevant information**
- Reasonableness in selecting & applying criteria
- Care in focusing attention on the concern at hand
- Precision to the degree permitted by subject & circumstances

This Requires:

- Interpretation
- Analysis
- Evaluation
- Inference
- Explanation
- Self-regulation

Analysis

- Identify the intended & actual relationships among statements, questions, concepts, descriptions, or other forms of representation intended to express belief, judgment, experiences, reasons, information, or opinion

Evaluation

- Assess the credibility of statements or descriptions of a person's perception, experience, situation, judgment, belief, or opinion & to assess the logical strength of the actual or intended relationships among statements, descriptions, questions, or other forms of representation.

Inference

- Identify & secure elements needed to draw reasonable conclusions; to form conjectures and hypotheses;
- to consider relevant information & to deduce the consequences flowing from data, statements, principles, evidence, judgments, beliefs, opinions, concepts, descriptions, questions, or other forms of representation.

Explanation

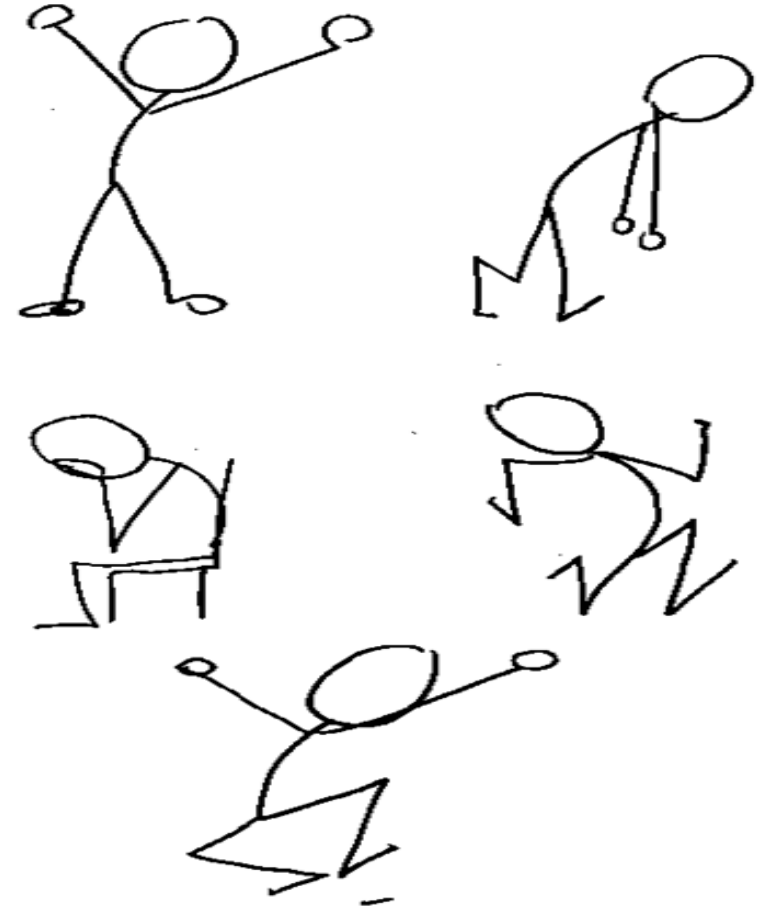
- State the results of one's reasoning; justify that reasoning in terms of evidential, conceptual, methodological & contextual considerations upon which one's results were based & to present one's reasoning in the form of cogent arguments.

Self-regulation

- Self consciously to monitor one's cognitive activities, the elements used in those activities & the results educed, particularly by applying skills in analysis & evaluation to one's own inferential judgments with a view toward questions, confirming, validation, or correcting either one's reasoning or results.

Nonverbal Communication

- Messages conveyed through body movements, the intonations or emphasis we give to words, facial expressions, and the physical distance between the sender and receiver



Body language

- **The movements or positions of our body. We use them to show other people what we are thinking about and how we are feeling.**
- **How you physically present yourself to others.**
- **Body language is powerful viewer into the inner workings of the human psyche.**

Types of Body Language

- **Positive** - Usually creates a non-threatening, bonded, mutual relationship between parties involved in a confrontational situation.
- **Negative** - Usually intensifies the already present emotional negativity found in most confrontational situations.
- **Neutral** - Usually has little or no effect on conflicted parties in a confrontational situation.

Body Language Top Ten Quick List

Positive Body Language

- Head Level
- Eye Contact
- Hands Down
- Palms Open
- Feet Shoulder Width
- Head Cocked
- Arm fold with Chin Touch
- Lean in
- Nod head
- Rub Hands to end

Negative Body Language

- Look Down
- Look Away
- Step Back (Exception)
- Touch mouth, nose, throat
- Clench Fist
- Cross Arms
- Hands on Hips
- Point (Exception)
- Hands in front of chest
- Hands behind back

Positive Body Language Details

- **Head Level** = I will not be intimidated - I will be treated as an equal or superior.
- **Eye Contact** = I have nothing to hide. I am not fearful. (Beware of prolonged eye contact. This becomes a stare-down and escalates into a power struggle. Maintain eye contact for a few seconds, then look at the nose or cheek then back to the eyes. Do not drop your eyes!!)
- **Hands Down** = I am not aggressive toward you at this time. I do not feel threatened by you yet.
- **Palms Open** = I am presently receptive to your concerns.

- **Feet Shoulder Width** = I am ready to take any physical position which is most advantageous to our confrontation.
- **Head Cocked** = I am presently interested in what you are doing and saying.
- Arm fold with chin touch = I am evaluating the physical and verbal comments you are giving me.
- **Lean In** = I am comfortable with who I am and the situation I am facing. I am not intimidated.
- **Nod Head** = I am interested in what you are presenting and understand that you have a concern. (Be careful here. Do not nod your head when the other person makes a false or accusatory statement.)

Negative Body Language Details

- **Look Down** = I am submissive to you and your confrontational attitude. You physically and emotionally dominate me.
- **Look Away** = I am uncomfortable with the situation. I can't look at you because you have more power. (Looking away and also looking down at the same time is also a sure sign of sexual dominance.)
- **Step Back** = I am afraid of you, the situation, or both. (Remember, there is an exception to this rule which will be discussed later)

- **Touch Mouth or Nose or Threat =**

Mouth = I do not approve of you and I am afraid to speak openly. I am not sure of myself.

Nose = I am nervous about this confrontation. I am not sure what is going to happen.

Throat = I am frightened by you and the situation I am in.

- **Clench Fists** = I am very angry at you and want to punish you for placing me in this situation. I am more powerful than you. I am in control.

- **Cross Arms** = I am defensive. I have made up my mind. I resist any attempt by you to communicate with me.

- **Hands on Hips** = I am in authority here and you are subservient to my position. You have little or no standing with me. I am going to be confrontational to you.

- **Point** = I challenge you to disobey me. You are subservient and must do as I say. I am your master. (Remember that there is an exception to this rule which will be explained later.)
- **Hands in Front of Chest (Palms Out)** = This gesture is when the hands are close to the body. It is universally interpreted as meaning I am not responsible for what happened or is happening. Someone else is to blame. I do not have control since its not my fault.
- **Hands Behind Back** = I am angry and have something to hide from you. You can't see the real me.

Body language - territory

- **Territory** focuses on how you use space. It is also called proxemics.
- The perception of territory differs by culture. Most Americans are comfortable with an individual space that is about an arm's length in diameter

What message are you sending if you keep moving closer to a person who is backing away from you?

Moving into the intimate territory of someone of the opposite sex is a method that people use to show interest in that person and is commonly called an 'advance'. If the advance into the intimate zone is rejected, the other person will step backwards to maintain the zone distance. If the advance is accepted, the other person holds his or her ground and allows the intruder to remain within the intimate zone.



Figure 11 *The negative reaction of a woman on whose territory a man is encroaching. She is leaning backwards, attempting to maintain a comfortable distance. The problem is, however, that the man may be from a country with a smaller personal zone and is moving forward to stand at a distance that is comfortable for him. The woman may interpret this as a sexual move.*

Country people have a tendency to stand with their feet firmly planted on the ground and to lean forward as far as they can to meet your handshake, whereas a city dweller will step forward to greet you.



Figure 12 *Two men from the city greet each other*



Figure 13 *Two men from a country town*

People raised in remote or sparsely populated areas usually have a large personal space requirement which may be as wide as 6 meters. These people prefer not to shake hands but would rather stand at a distance and wave

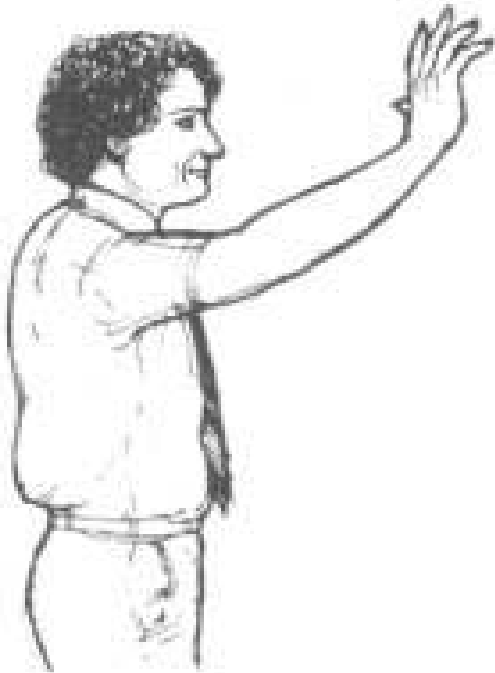


Figure 14 *People from a sparsely populated area*