

## Nonverbal Communication and its Role in Communication

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**Abstract:** This article talks about non-verbal communication and its role in communication. It provides information about the possibility of conveying emotions and feelings without words and the paralinguistic tools that do this, and describes the use of paraverbal tools in the process of communication.

**Keywords:** non-verbal communication exchange, verbal conversation, paralinguistic tools, facial expressions, tone of voice, intonation, communication, kinesics, vegetative manifestations.

*"Non-verbal communication is the most attractive and reliable communication"*

*When a person communicates, he not only listens to verbal information, but also notices each other's eyes, voice, intonation, facial expressions, and gestures. If information is logically expressed through words, gestures, facial expressions, and voice fill in this information and add meaning to its meaning.*

At the end of the 20th century, a new type of profession - scientific-social specialist - appeared in non-verbal communication. He observes non-verbal communication and paralinguistic signals of people in various places and situations, for example, at work, on the street, on television, etc. In addition, he studies people's actions and behaviors. Through this, he conducts research on how to improve human relations. Thus, the main aspects of non-verbal communication began to be seriously studied only in the early 60s, and it became known to the public only after Julius Fast published his book in 1970. In this book, researches on important aspects of non-verbal communication carried out by scientists until 1970 were summarized and presented to the public. The results of Albert Meyerabian's observations showed that a person conveys information by verbal means 7% (only with words), by voice (voice tone, intonation) 38%, and by non-verbal means 55%. According to the results of Professor Birdwisle's research, a person uses words for an average of 10-11 minutes a day, and each sentence does not exceed 2.5 seconds on average. According to many researchers, verbal and non-verbal means are actively used separately, sometimes together, in the transmission of various information between people.

Non-verbal communication - communication without the help of words often occurs unconsciously. It can complement and strengthen verbal communication or, on the contrary, contradict and weaken it. Although non-verbal communication is considered an unconscious process, today it is sufficiently studied and successful results are being achieved in this area. Paralinguistic exchange is the most ancient and fundamental form of communication. Our ancestors often communicated with each other using body movements, facial expressions, voice timbre and intonation, breathing rate, and gaze. Now we can understand each other without words. Nonverbal language is so powerful and universal that we can often easily understand what a dog wants. And the dog can understand many of our actions, for example, it knows in advance when to go for a walk with it, and when to go out without it.

Paralinguistic communication does not have a highly structured system like verbal communication. There is no generally accepted vocabulary and rules of order (grammar) of gestures, facial expressions, intonations. Part of paraverbal language is universal: all babies cry and laugh in the same way. Other parts, such as gestures, differ from culture to culture. Nonverbal communication is usually spontaneous. We usually formulate our thoughts in the form of words, but in addition to our consciousness, our posture, facial expressions and gestures also gain involuntary expression, ie:

"You can cheat with words, but you can't cheat with your voice!"

Everyone can control some parameters of paralinguistic communication. But it is never possible to control all parameters, because a person can keep in mind no more than 5-7 factors at the same time.

Emotions and feelings can be conveyed without words. Paraverbal language is also used in verbal communication. With its help:

- to confirm, explain or reject verbally transmitted information;
- transfer of information consciously or unconsciously;
- expressing emotions and feelings;
- regulating the course of the conversation;
- controlling and influencing other persons;
- it is possible to fill in missing words (for example, when learning to ride a bicycle).

When talking with a partner, we see his facial expressions, gestures that tell us what our interlocutor really thinks and feels. Thus, the seated interlocutor leans forward and says that he wants to speak. Leaning back, he already wants to listen to us. A chin bent forward indicates a strong willed pressure, a desire to strictly adhere to one's interests. If the chin is raised and the head is straight, then the partner considers himself to be in a strong position. As a specialist, when speaking in front of the audience, we need to evoke the image of a competent, self-confident specialist. Otherwise, no one will believe our opinion. In addition, listeners make their impression about us in the first seconds of our speech. Therefore, the ability to control our non-verbal language helps to evoke the image we want, this language helps us to form a more accurate and adequate opinion about the partner.

So, paralinguistic components of communication: gestures, eye expressions, facial expressions, body movements - all this is studied by kinesics (Greek kinesis - "movement"). Kinesics pays special attention to facial expressions and gestures.

Mimics (Greek. mimikos - "imitation") - facial expression (eyes, eyebrows, lips). Mimic means are movements of facial muscles and movements of the head. Traditional signs for these movements (nodding) are turning the head in a certain direction. Through facial expressions, the teacher conveys emotions, emphasizes an idea (turning eyebrows, smiling), creates a certain situation in the classroom, arranges the sound rhythm, tilting the head expresses uncertainty, hesitation, searching for a new word. The founders of non-verbal communication are Charlie Chaplin and other silent film actors. We evaluate a person's emotions by facial expressions, movements, vegetative manifestations ("blushing", "turning pale", "sweating"), expression of the eyes, the size of the pupil. The most obvious emotions are shown on the face and in various poses (expressing pleasure, satisfaction, fear, terror). American psychologist R. Woodworth divided facial expressions into six types:

- 1) love, happiness, joy, pleasure;
- 2) surprise;
- 3) fear, suffering;
- 4) anger, determination;
- 5) disgust;
- 6) hatred.

Emotions are usually associated with facial expressions:

- surprise - raised eyebrows, wide open pupils, lowered lips, open mouth;
- fear - the eyebrows are raised and united on the bridge of the nose, the eyes are wide open, the corners of the lips are lowered and slightly pulled back, the lips are stretched to the sides, the mouth may be open;
- anger - the eyebrows are lowered, the nose is wrinkled, the lower lip protrudes or rises and closes with the upper lip;
- sadness - the eyebrows shrink, the eyes fade, the corners of the lips go down a little;
- happiness - the eyes are calm, the corners of the lips are raised and usually laid back.

Non-verbal components of communication are manifested in the following functions:

- a) accompanying the spoken part of the message ("... took a deep breath and answered: "How good!");
- b) when it means the opposite (false tone, "apparently it was not like that").

Here it is worth quoting this aphorism: "If you want to know the truth about the emotional state of a person, look at his face."

In conclusion, just as there is no language outside of society and no society without language, it is natural that the social essence of language and the main means of communication is always in the focus of humanity. Of course, there is a great need to use paralinguistic tools. After all, the time demands that the role of verbal and non-verbal communication will continue to increase in the world's dominant market economy. In the process of communication, the body position and movements of individuals, facial expressions, tone of voice in the process of speaking, all are important for the effectiveness of speech. In general, each verbal and paraverbal tool shows its specific effect in speech and forms of address.

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