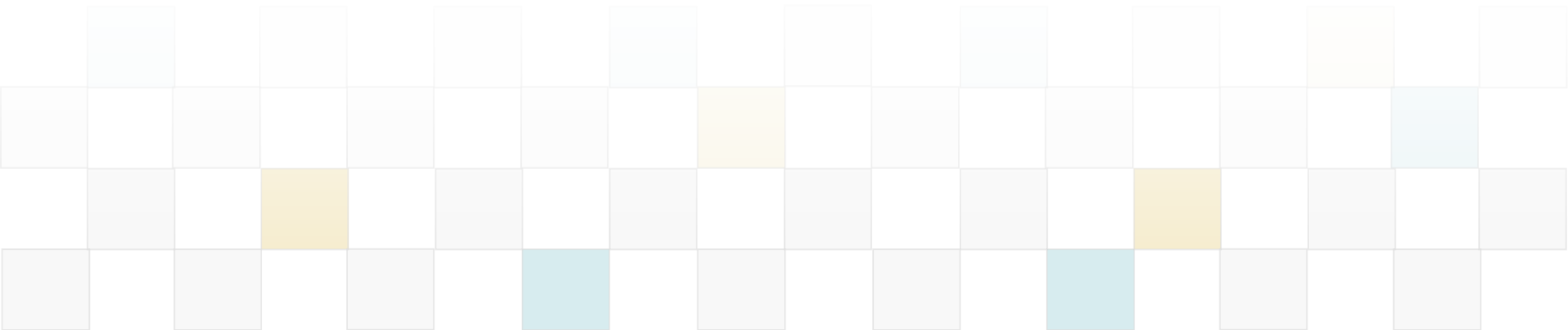




# **CHAPTER 3.**

# **NON-VERBAL MESSAGES**





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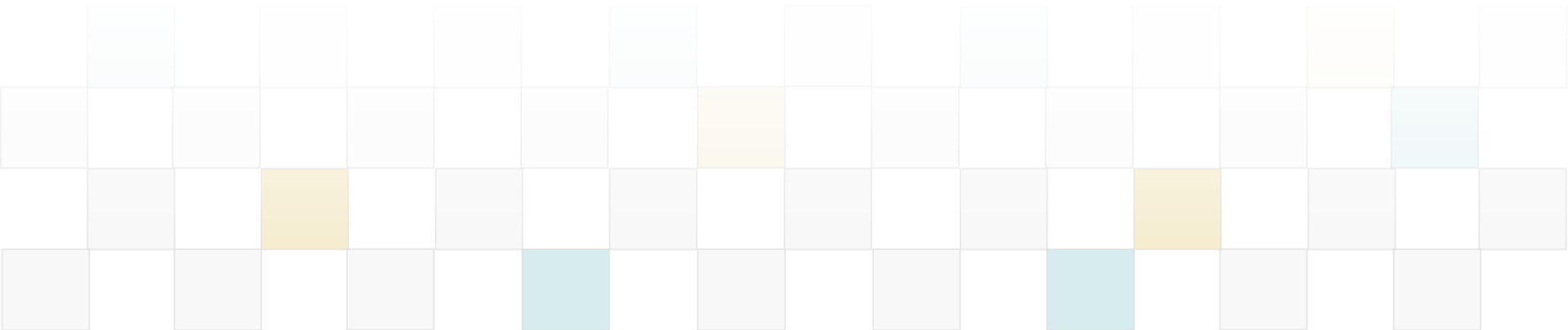
# Vocabularies

- Facial expressions: thể hiện nét mặt
- Lack there of: thiếu đi, thiếu nó
- To offend: xúc phạm
- Innate (a): bẩm sinh, thiên phú
- Behavioral psychology (n): tâm lý học hành vi
- a couple of something: một vài
- To slur: nói lảm nhảm, nói xấu ; (a): xỉ nhục, xấu hổ
- Generosity (n): độ lượng, hào phóng
- To underestimate: đánh giá thấp = to underrate
- To convey respect: thể hiện sự tôn trọng
- Traditional value: giá trị truyền thống
- Gentle bow: cúi chào nhẹ nhàng
- Emoji (n): biểu tượng cảm xúc



# Vocabularies

- Proper response (n): phản ứng/đáp lại phù hợp
- To substitute: thay thế
- Posture: tư thế
- Legs crossed: vắt chéo chân
- self-image (n): hình ảnh cá nhân





# Warm-up: True/False statements

1. Nonverbal communication is the way that people can communicate without using language. It refers to gestures, facial expressions, tone of voice, eye contact, body language, posture...
2. All cultures have the same non-verbal communication in the world.
3. The many different types of nonverbal communication or body language include: Facial expressions, Body movement and posture, Gestures, Eye contact, Touch, Space, Voice, Pay attention to inconsistencies.
4. In many Asian cultures, avoiding eye contact is seen as a sign of respect. However, those in Latin and North America consider eye contact important for showing equality among individuals.
5. Winking is a facial expression which has different meanings. In Latin America, it is considered a romantic gesture while people in Nigeria wink at their children if they want them to leave the room.
6. In America, standing with hands on the hips may suggest power or pride, but in Argentina, it may suggest anger.



"This concludes my lecture on non-verbal communication. Any comments or questions?"



# Pre-task

**\* Pair work: Watch the video and discuss with your partner the following question:**

**What is the communication problem happening in the video?**

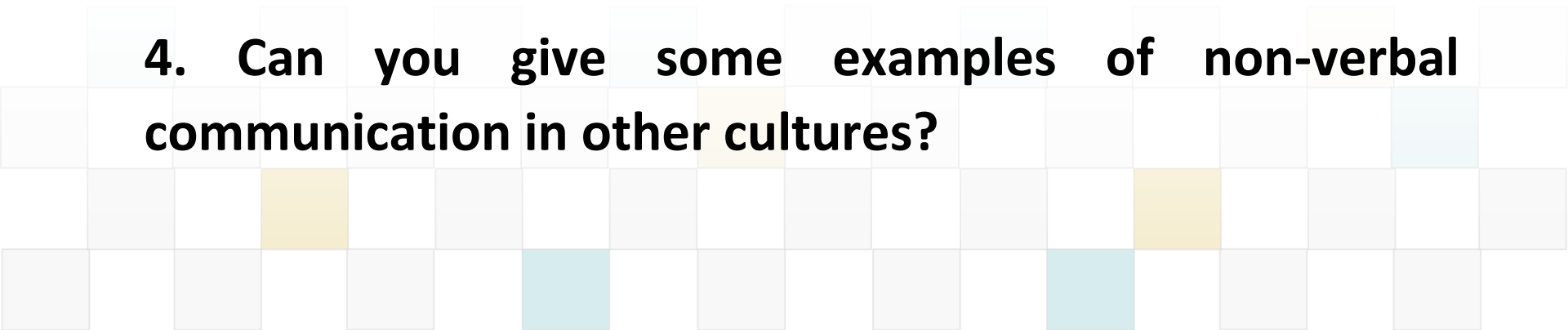
**\* Link:**

**[https://www.youtube.com/watch?v=6\\_WAmt3cMdk&list=PLAEKUX2eV4jJEqwQn xJjXjlz09G7GGk7f](https://www.youtube.com/watch?v=6_WAmt3cMdk&list=PLAEKUX2eV4jJEqwQn xJjXjlz09G7GGk7f)**



# Group work

**\* Discuss the following questions**

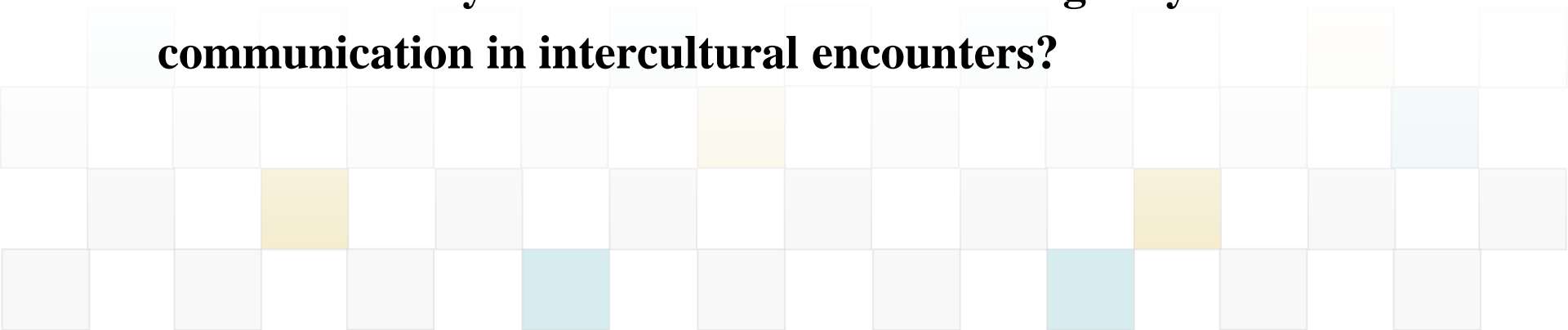
- 1. What is non-verbal communication?**
  - 2. Do all cultures have the same non-verbal communication?**
  - 3. Can you give some examples of non-verbal communication in the Vietnamese culture?**
  - 4. Can you give some examples of non-verbal communication in other cultures?**
- 



- 4. How can other people know how you care and understand?**
- 5. What are three forms of non-verbal communication that the first woman mention?**



## **Task 2. Group work**

- 1. What are the three areas of nonverbal communication?**
  - 2. How nonverbal communication is used around the world?**
  - 3. What do you think about the importance of non-verbal communication in international communication?**
  - 4. Have you met any problems with non-verbal communication in intercultural encounters?**
  - 5. How can you avoid misunderstandings by non-verbal communication in intercultural encounters?**
- 

# Task 3. Pair work

Watch the video titled **Gestures Around the World** and answer the following questions:

- Link: <https://www.youtube.com/watch?v=qCo3wSGY>

1. What does this gesture mean in different countries?

- Britain:
- Brazil:
- Japan:
- Cultural reflection:** - What does it mean in the Vietnamese culture?



2. How do people in America, France and Russia act to show they want to drink alcohol?

- Cultural reflection:** - What do Vietnamese people do to show in that case?

3. How do people in Bulgaria and South Korea do to mean **Yes** and **No**?

- Cultural reflection:** - What do Vietnamese people do to show in that case?



# I. NONVERBAL MESSAGES WITH VERBAL MESSAGES

- Verbal communication is using speech or spoken word to exchange information, emotions, and thoughts. Conversely, non-verbal communication is conveying and exchanging messages without the use of spoken words.
- Verbal and nonverbal messages interact with each other in six major ways: to accent, to complement, to contradict, to control, to repeat, and to substitute for each other.
- When you communicate electronically, of course, your message is communicated by means of typed letters without facial expressions or gestures that normally accompany face-to-face communication and without the changes in rate and volume that are a part of normal telephone communication. To compensate for this lack of nonverbal behavior, the emoticon and, later, the emoji were created.
- Video watching: <https://www.youtube.com/watch?v=wOhLMEKLTKE>



# TYPES OF NONVERBAL COMMUNICATION

Forms of nonverbal communication can be categorized to better understand their place in everyday interactions:

- ☞ Gestures include motion of the head or limbs.
- ☞ Posture refers to both the position of the body by itself and in relation to others.
- ☞ Body movements may include any motion of the body.
- ☞ Eye contact and movements are the direction and focus of a person's eyes.
- ☞ Tone of voice is the range of pitch in the voice that may communicate something other than the words being spoken.
- ☞ Facial expressions refer to any movement and changes of the facial composition.

**Nonverbal communication is often used in conjunction with verbal communication to repeat, emphasize, support, or contradict a verbal message, or to serve in the place of a verbal message.**



## **II. NONVERBAL HELPS MANAGE IMPRESSIONS**

**It is largely through the nonverbal communications of others that you form impressions of them. For example:**

- To be liked you might smile, pat someone on the back, and shake hands warmly.**
- To be believed you might use focused eye contact, a firm stance, and open gestures.**
- To excuse failure you might look sad, cover your face with your hands, and shake your head.**
- To secure help while indicating helplessness you might use open hand gestures, a puzzled look, and inept movements.**
- To hide faults you might avoid self-adaptors.**
- To be followed you might dress the part of a leader or put your diploma or awards where others can see them.**
- To confirm self-image and to communicate it to others you might dress in certain ways or decorate your apartment with things that reflect your personality.**



### **III. NONVERBAL MESSAGES HELPS FORM RELATIONSHIPS**

**It is largely through the nonverbal communications of others that you form impressions of them. For example:**

- To be liked you might smile, pat someone on the back, and shake hands warmly.**
- To be believed you might use focused eye contact, a firm stance, and open gestures.**
- To excuse failure you might look sad, cover your face with your hands, and shake your head.**
- To secure help while indicating helplessness you might use open hand gestures, a puzzled look, and inept movements.**
- To hide faults you might avoid self-adaptors.**
- To be followed you might dress the part of a leader or put your diploma or awards where others can see them.**
- To confirm self-image and to communicate it to others you might dress in certain ways or decorate your apartment with things that reflect your personality.**



*Choose the suitable word given and supply its correct form to complete*

COMMIT, CONNECT, EXIST, HAPPY, DEVELOP, FIND, INTIMATE,  
SIGN, REVOLVE, STABLE

Important in the areas of marriage and family. There is a global (1) \_\_\_\_\_ going on in how we think of ourselves and how we form ties and (2) \_\_\_\_\_ with others.

What most people call the traditional family was in fact a transitional phase in family (3) \_\_\_\_\_ in the 1950s. By then the idea that romantic love was the best (4) \_\_\_\_\_ for marriage had replaced the concept of marriage as an economic contrast. The family has since changed further.

In the traditional family the married couple was only one part of the family system. Ties with children and other relatives were equally important in day-to-day (5) \_\_\_\_\_. Today the couple is at the core of what the family is. While statistically marriage is still the norm, for most people its (6) \_\_\_\_\_ has completely changed. although marriage promotes the (7) \_\_\_\_\_ of a relationship by making a public declaration of (8) \_\_\_\_\_, it is now the quality of the couple's relationship which is considered the most important element.

a couple has its own exclusive history. It is a unit based upon emotional communication or (9) \_\_\_\_\_. Communication is both the means of establishing the tie in the first place and the basis for ensuring continuing (10) \_\_\_\_\_ in the relationship.





# Post-task: Multiple choices

**1. What is non-verbal communication?**

- a. communicating with someone by using gestures**
- b. Using your body language to convey something to someone else**
- c. Getting messages across with facial expressions**
- d. All of the above.**

**2. Which of these is NOT an example of a verbal communication skill?**

- a. The speed of our speech**
- b. Eye contact**
- c. Language used**
- d. Volume of speech**

**3. Why do we have to make sure we do not speak too fast when communicating with a customer?**

- a. They may not hear everything you've said like promotions or special products**
- b. The customer may speak fast also because you are**
- c. It may give the customer a migraine**
- d. The customer may get excited and burst into song**



# Post-task: Problem-solving

- **Situation:** A friend named Christina from Australia was talking with Linh from Vietnam for the first time. While speaking, Christina stood a bit far from Linh but Linh came closer as her natural behavior in communication. Christina did not say anything but stepped back to keep a space with Linh.
- Can you explain behaviors of Christina and Linh above?
- If you were Linh, what would you feel and what would you do?

LOGO

# Thank You!

