Exercise 2 - APPENDIX 1

NON-VERBAL COMMUNICATION BACKGROUND INFORMATION ON THE TRAINER

What does non-verbal communication consist of?

- Body language and posture
- Facial expressions reflect your emotions
- Gestures
- Eye contact
- Space
- Voice

BODY LANGUAGE

We use body language or non-verbal communication to express ourselves better. This happens subconsciously but is very important. In fact, you say more with your body language than through verbal communication. There are a lot of different forms of non-verbal communication.

A few **examples**:

Touch: shaking hands, patting a shoulder, a kiss on the cheek.

Gestures: being quiet, pointing a finger, giving a thumbs up.

Distance: sitting close to someone, leaving space between you and another person.

Facial expressions: frowning, laughing, opening your eyes wide.

FACIAL EXPRESSION

The face is obviously a very important way of communicating. In daily life, we are continually looking at other people's faces. A combination of facial expressions and body language ensures that messages are conveyed as complete as possible. There are a number of techniques for using facial expressions in communication.

Adding power

Your facial expression reinforces a particular emotion to ensure it is conveyed clearly.

For example, by frowning deeply to indicate that you are questioning the answer of a participant in your training/workshop.

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Neutralising

You show a neutral look to hide your emotions.

For example, when someone says something that does not match your morals and beliefs but you do not want other participants to absorb your anger or lack of understanding.

Masking

You show an entirely different emotion to the one you are actually experiencing.

For example, when you are actually feeling sad but you put on a happy face nonetheless.

EYE CONTACT

What is non-verbal communication without eye contact?

Eye contact is the communication that follows from looking at something and includes how long you look at something or someone and what you look at.

You use eye contact to ask for feedback, among other things. You look at someone because you want them to react. Additionally, eye contact serves to make it clear to the other person that communication can take place.

You also communicate with eye movements. Normally, people look a person who is talking and your eyes move when you talk. When someone needs some time to gather their thoughts, you can look away to make it clear to them that they don't need to hurry. You can also look away out of politeness.

SILENCE

Many people have a tendency to talk all the time. It feels wrong when there's silence. But silence can be very powerful and is also a means of communication.

When you are asked a question to which you are expected to reply, a silence is often very effective. You are showing non-verbally that 'I'm not going to give you an answer. I expect you to find an answer.'

Een stilte kan ook goed van pas komen wanneer emoties hoog oplopen. Wellicht heeft een Silence can also be useful when emotions are running high. Perhaps a participant has shared something personal with the group. Silence allows you to create processing time. This shows that you are thinking about what has just been said. You let it be known that you are taking the message seriously.

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SPACE

You can indicate your relationship to someone or maintain certain appearances through the amount of distance you keep from them.

There are 4 types of distance with a psychological meaning.

Intimate distance

This is the closest you can stand or be next to someone. This distance (under 45 cm) is often for people who are figuratively close to you, such as a boyfriend, girlfriend, spouse, etc. In a workshop, for example, this distance is often not acceptable because it is too intimate.

Personal distance

This distance equals 45 cm to 1.2 metres between you and someone else. Roughly an arm's length. When you are within this distance from someone else, it is experienced as personal. Your friends and family are allowed to be this close to you. It can sometimes be acceptable in a workshop setting too. For example, when you are explaining something to someone one-on-one while the rest of the group is working on an assignment. So as not to hold up the rest of the group, you go and stand close to someone to give them an additional explanation. This is also a way of showing that you are giving someone personal attention. You also maintain this distance when you shake hands with a participant at the start of your workshop or training. Doing this can be perceived as positive or personal. Of course, you have to sense whether it is permissible or desirable for you to spend some time in someone's personal space.

Social distance

This is a distance of between 1.2 and 3.5 m. Many social interactions take place in this space. The rule here is that the further you stand from someone, the more formally you come across to them. Therefore, try walking back and forth during your workshop/training to get a feel for distances. What feels good?.

Public distance

Between 3.5 m and 7.5 m. This distance is for people we do not know.