NON-VERBAL MEANS OF COMMUNICATION IN THE PSYCHOLOGY OF ACTIVITY AND BEHAVIOR

Abstract. The article discusses non-verbal means of communication in the psychology of activity and behavior.

Keyworlds: non-verbal 1, means 2, communication 3, kinesics 4, prosody 5, takesics 6, proxemics 7.

People can exchange different types of information at different level of understanding. It is known that communication is not limited to oral or written messages. Emotions, partner manners and gestures play an important role in this process. Psychologists have found that in the process of human interaction from 60 to 80% of communication is carried out through non-verbal means of expression and only 20-40% of information is transmitted using verbal means. These data make us think about the value of non-verbal communication for mutual understanding of people, pay special attention to the meaning of gestures and facial expressions of a person, and also generate a desire to master the art of interpreting this special language in which we all speak without even realizing it.

Characteristics of the system of non-verbal means of communication.

So, non-verbal means of communication include non-reflective listening, eye contact, postures and gestures, relative position in space, pauses, taking notes (during a business conversation), etc.

Non-verbal behavior is directly related to a person’s mental states and serves as a means of expression. Blinking an eye, nodding our head, waving our hand we convey our feelings faster and better than we would do it with the help of words.

Non-reflective listening consists of the ability to remain silent, without interfering with the speech of the interlocutor with your remarks, without interrupting him or her.
Facial expressions are the movements of the muscles of the face and this is the main indicator of feelings. Studies have shown that with a fixed or invisible face of the interlocutor up to 10-15% of information is lost. The main characteristic of facial expression is its integrity and dynamism. This means that in the facial expressions of the six main emotional states (anger, joy, fear, sadness, surprise, disgust) all movements of the facial muscles are coordinated. And although each facial expression is a configuration of the entire face, the eyebrows and lips are the main informative means of facial expressions.

Posture is body position. The human body is capable of assuming about 1000 stable different positions. It shows how a person perceives his status in relation to the status of those present.

Non-verbal language is a multifunctional means of communication. With the help of non-verbal language we express our feelings: love and hate, superiority and dependence, respect and contempt.

2. Functions of non-verbal means of communication
Non-verbal behavior:
- creates an image of communication partner;
- expresses the quality and change in the relationship of communication partners, forms these relationships;
- is an indicator of actual mental states of the individual;

Acts in the role of clarification, changes of the understanding of the verbal message, enhances the emotional richness of what was said;
- maintains an optimal level of psychological closeness between communicators.

With the help of non-verbal means of communication it is possible to imitate significant emotional states. Let’s characterize in more detail such non-verbal means of communication as kinesics, prosody, takesics, proxemics. 1. Kinesics- general motor skills of various parts of the body, reflecting the emotional reactions of a person. Kinesics includes expressive movements, manifested in gestures and facial expressions, in pantomime (motor skills of the whole body, including posture, gaze, gait, etc) as well as visual contact. The gaze and posture were discussed above, now we will characterize such kinesic means as gait and gestures.
Gait is a person’s movement style. Its components are: rhythm, pace, dynamics, body weight. By the person’s gait one can judge the well-being of a person, his character, age.

Gestures are a variety of hand and head movements. Sign language is the most ancient way of achieving mutual understanding. In different historical epochs and different people had their own generally accepted ways of gesturing. Nowadays there are even attempts to create sign dictionaries. The specific meaning of individual gestures differs from culture to culture.

Emotional discomfort gestures. Numerous gestures - picking up non-existent villus, taking off and putting on a ring, scratching the neck, “tidying up” clothes, turning a pen - indicate that the interlocutor needs support. In this state, he is not ready to fully perceive information

1. Gestures of impatience. If a person taps his fingers on the table, fidgets in a chair, stomps his feet, or looks at his watch, then by doing so he signals to others that his patience is running out.

2. Prosody is a general name for such rhythmic and intonational aspects of speech as pitch, voice volume, and its timbre. The voice contains a lot of information about the owner. An experienced voice specialist will be able to determine the age, area of residence, health status, character and temperament of its owner

Making minor mistakes in speech, for example, repeating words, choosing them uncertainly or incorrectly, cutting off phrases in mid-sentence, people involuntarily express their feelings and reveal intentions. Uncertainty in the choice of words occurs when the speaker is not confident or is about to surprise us.

3. Takesics studies touch in a communication situation. The takesical means of communication include dynamic touching in the form of a handshake, patting, and kissing. Dynamic touch has been proven to be a biologically necessary form of stimulation.

Let us dwell in more detail on the most common takesical means - an indispensable attribute of any meeting and farewell - a handshake. Shaking hands is a relic of the ancient era.
Handshakes are divided into 3 types: dominant (hand on top, palm turned down), submissive (hand below, palm turned up) and equal. The dominant handshake is the most aggressive form. With a dominant (domineering) handshake, the person communicates to the other that he wants to dominate the communication process. According to research in the United States, 78% of high-ranking officials were not only the first to reach out, but also used a powerful way of shaking hands.

A submissive handshake is sometimes necessary in situations where a person wants to give the initiative to another, to allow him to feel himself the master of the situation.

4. Proxemics - "spatial psychology". One of the first to study the spatial structure was the American anthropologist Edward T. Hall, who in the early 1960s coined the term “proxemics” (proximity). E. Hall himself called proxemics "spatial psychology." Proxemic characteristics include the orientation of partners at the time of communication and the distance between them.

The norms of bringing two people closer to each other were described by E. Hall. These norms are defined by three distances:

- Personal - from 45 to 120 cm - communication with familiar people;
- Social - from 120 to 400 cm - preferably when communicating with strangers and during official communication;
- Public - from 400 to 750 cm - at this distance it is not considered rude to exchange a few words or refrain from communication, at such a distance, performances take place in front of an audience.

References:
2. Reference 2. Lavrinenko V.N. - Psychology and ethics of business communication