

Importance of nonverbal communication at workplace

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Nonverbal communication is the type of communication which takes places when people communicate by actions. Hence, it is also called wordless communication. It uses action, such as, body language (kinesics), distance (proxemics), touch (haptics).

A good example of nonverbal communication could be when a person is travelling to a new place and doesn't know the local language. Nonverbal communication plays an important role in our communication because people understand faster by your actions than your words (verbal communication).



Let's see the importance of nonverbal communication at workplace

Facial expression: Human face is highly expressive as we can understand the mood of a person by his/her face. Facial expressions includes eyes, eyebrows, mouth and many more. Many expressions are described through face, like anger, love, happiness or boredom. We must always wear our smile as a happy face gives a good impression to others and may attract them for a verbal communication.

Posture: Posture describes how a person usually holds his shoulder, neck or back or the way the person walks or stands or sits in a chair. If a person is sitting on the table with his hand on his head, it says that he is tensed or has done something wrong.

Eye contact: Eye contact is also an important part of nonverbal communication. Eye contact shows how much you are interested in the person who is talking to you. It also shows emotion and fake interest that you are showing to the people. A good eye contact gives a trustworthiness to the people around you when you are talking.

Gesture: Gesture is the rich conveyor of communication. Gesture communicates faster than other nonverbal communication. Gesture includes movements of hand, head or arms. It is also important to use gesture properly.

Touch: Touch is also one of the most powerful ways of nonverbal communication. Touch mainly includes hug, or a pat on the back. We have to be very attentive when it comes to this non-verbal communication as it may create a problem if you are deemed inappropriate. We cannot directly hug our boss or a person of other gender. You can shake hands with him and if a person is of our designation than we can hug, pat on his back, or shake hands with him.

Conclusion:

Used of nonverbal communication with the [verbal communication](#) helps you convey messages which are clearly understood by your intended receivers. You can punctuate, reinforce, emphasize on your communication with any of the above methods of nonverbal communication.

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-By Shailja Varma

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