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The Power of Nonverbal Communication

By

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Project submitted in partial fulfillment of the
Requirements for the
Bachelor of Integrated Studies Degree

Continuing Education and Academic Outreach
Murray State University

October 15, 2017

Table of Contents

Abstract	3
Acknowledgements	4
Introduction.....	5
Literature Review.....	6
Religion.....	7
Workplace.....	9
Individuals and Friendships.....	23
Family and Relationships	14
Analysis	39
Recommendations.....	46
Conclusion.....	49
References.....	57

Abstract

“Donald Sessions said, “Connection even for a brief moment produces the powerful enchantment of presence,” (Baumgardner, 2017). The connection an individual makes with one another is through communication; whether it is verbal or nonverbal. A review of current journals on the effects nonverbal communication has on religion, workplace interactions, peer friendships, and family relationships was conducted. During the review it was found nonverbal communication makes an impact on the type of individuals in another’s life whether it is consciously or unconsciously done. It was discovered individuals leave a lasting impression with their audience and they do so with the type of communication that they use and only seven percent of communication is what is verbally spoken. The type of nonverbal cues a person demonstrates tells his audience what he is really thinking or feeling without any verbally spoken words. This is done through smiling, nodding your head, eye contact and other forms of nonverbal cues.

Keywords: verbal communication, nonverbal communication, immediacy, workplace environment, peer friendship, family relationship

Acknowledgements

It's hard to imagine that this project is coming to a close. There are so many people that have helped me get to where I am now and I can't imagine a better end to this paper than to thank the ones who have been such an inspiration to me along the way.

First to my wonderful husband, Jamie that has been by my side and has encouraged me all along the way. I guarantee if it wasn't for you I would not be where I am today. You keep me centered, blessed, and loved. You taught me how to focus and be patient. To my family: the Coles, Lawrences, and the Spencer, thank you for your encouragement, love, and support. Many of you have told me along the way that I can do this and that I will achieve anything put in front of me.

To my instructors at Murray State University: So many of you have made a positive impact on my life, but I can only name a few. Ms. York for the encouragement that I can achieve my goal of not only being a social worker, but a good and kind one. Dr. Chakradhar for giving me a real challenge and keeping me on my toes. My adviser has been with me for two semesters and encouraged me and been my cheerleader every step of the way. Mrs. Conner always made me feel like I would not only complete the assignment, but I would do an amazing job. When I was feeling overwhelmed, she was able put me at ease. Lastly, but not least I would like to thank the Lord. I have prayed to him so many times over this project to give me the strength, focus, and wit to finish this assignment.

The Power of Nonverbal Communication

It's not what you said, but how you said it! Communication is not only what we verbally say, but what we consciously or unconsciously do during our communication. Individuals often do not understand what happened during a conversation that caused another individual to feel the way that they do. Communication is in everything we do and how we do it. The way an individual communicates affects them in the spiritual surrounding, their workplace, friendships, and personal relationships.

What is communication? "Communication may be defined, following Wilson (1979), as occurring "whenever the behavior of one individual (the sender) influences the behavior of another individual (the receiver)" (Mandal, 2014, p. 417). When communication is broken down, 7% is verbal (words that are spoken), 38% is vocal (the tone and pitch in your voice), and 55% is nonverbal messages (Gabor et al, 2014). Nonverbal communication is all around you and is exhibited in everyday life; it is expressed through facial gestures, touch, personal space, and vocal characteristics. The most common nonverbal communication signs that are the easiest for individuals to identify and interpret are facial expressions, gestures, body posture, pitch, and the tone of the individuals voice (Abercrombie, 1972).

Nonverbal behavior is in everything that an individual says or does during communication with the exception of speech. This includes any type of signals or body language that is displayed when a message is relayed (Mandal, 2014). Communication is a conscious and continuous process through which attitude and behavior are built (Gabor et al, 2014). Non-verbal communication is what is happening in the information that is verbally transmitted and can be culturally determined (Gabor et al, 2014). Verbal language is used to transmit the information while nonverbal language expresses the sender's true intention of the message (Gabor et al,

2014). Any conversation that an individual has always has nonverbal context that can work in one of two ways: to hinder the message or to help encourage the message (Abercrombie, 1972).

Nonverbal communication can tell us more about a person than the verbal information that the individual contributes. Smiling, waving, cheerful tone all translate into words of happiness; while using a deeper than normal tone and frowning translates into words of aggression or dislike. Nonverbal communication is in the individual's eye movements, facial and hand gestures, and their body as they convey important feelings or attitudes about the information that is being relayed (Gabor et al, 2014). Eye contact can convey an interest in the message, boredom, or sincerity (Gabor et al, 2014).

Maintaining eye contact can convey a message of openness or candor, while looking down is a sign of modesty, or looking up is a sign that you are trying to remember information, and unwillingness for eye contact is a sign that you are not telling the truth (Gabor et al, 2014). Through touch communication is conveyed to members of an individual's religious group, coworker relationships, peer friendships, and family members. The type of touch tells the individual what type of relationship is between the two individuals.

Literature Review

The following literature review consists of numerous journals whose research was on nonverbal communication among people and how they are affected. The authors of the journals studied how nonverbal communication is effective in a religious setting, work environments, individuals and relationships, and family relationships. Communication is commonly defined as a process through which a sender transmits information to the receiver, with the intended purpose of producing some outcome from the information being received (Gabor, Baritz, & Repanovici, 2015). Nonverbal communication does not always persuade the receiver, but it can be in conflict

with the individual's verbal message because it is instinctive or subconsciously interpreted (Gabor et al, 2014). Simple movements such as good posture, wring of the hands, facial expressions, physical appearance, or blinking can send the receiver information (Mandel, 2014). Body (movements of the head), eyes (sleepy, askew, dilated pupils), face (laughter, type of breathing), hands (gestures), and clothing choices (color, neat, dirty) all convey nonverbal messages (Gabor et al, 2014). It is important for individuals to remember that gestures are not universal in all cultures; for example, head gestures for yes (moving head up and down) and no (moving head from side to side) do not mean the same in every culture (Mandal, 2014). When you are speaking to an individual it is important to choose the appropriate tone of voice. An individual's tone conveys to other individuals how they feel, what they're thinking about, and communicates more effectively than the verbal communication that an individual is speaking (Denton & Hodges, 2017). Nonverbal communication can tell an individual what you are feeling, thinking, and express yourself more than words alone. Nonverbal communication affects the way individuals interact with religious acquaintances, coworkers, peer friendships, and family/ intimate partner relationships.

An individual is continuously surrounded by other individuals throughout their everyday life. We have encounters not only at home, but at work, school, while shopping, or picking up their mail at the post office. During this time, we are continuously surrounded by people that are from different cultures, races, and the variations of age that make people see the same situation in different lights. Individuals tend to take for granted that others around them understand and interpret things like they tend to. However, does anyone wonder why people tend to surround themselves with these types of individuals?

Religion

Nonverbal communication allows individuals to understand what someone else is feeling, but unwilling to say. Individuals tend to pick individuals that make them feel at ease within their situation and join the same social circles; this is especially true for immigrants that come to this country. Immigrants need and want individuals that they feel comfortable around and can easily find this comfort by attending the same religious affiliation that they were accustomed to before they immigrated. For example, in Argentina the largest portion of the population is Catholic, for someone that is relocating to the United States it would make sense for that person to join a community that has a large Catholic population.

A study conducted by Nairn, Nelson, and Johnson (2015) suggests that individuals tend to join or choose a religion that not only provides the individual with a strong sense of faith, but a religion that that they feel a sense of familiarity with. The sense of familiarity comes from the practices, traditions, and rituals that not only the church, but the individuals demonstrate within the church (Nairn et al, 2015). The nonverbal communication that is exhibited by the religious leader and the individuals within the religious community tend to make the new individuals feel like they are welcomed and that they are amongst family. In *Power and Persuasion: constructing Identity in Religious Communications* (2015), the study conducted by Nairn, Nelson, and Johnson (2015), the research revealed that there were several forms of communication presented within the congregation of the Greek Orthodox Church (Nairn et al, 2015).

The Priest of the Greek Orthodox Church was able to use nonverbal communication to persuade his congregation to be faithful to the religion by sharing personal stories from when he was a child with his congregation (Nairn et al, 2015). In the weekly bulletins of the Greek Orthodox Church the Priest uses a less formal feel with the wording and transmits his feelings of

intimacy with his congregation by altering the mood and enhancing the emotion of his writings (Nairn et al, 2015).

During the Greek Orthodox service, the Priest demonstrates a soft personal tone accompanied with small physical gestures, by doing this the Priest makes the congregation feel more at ease and willing to hang on his every word during the service (Nairn et al, 2015). Due to the emotional tone and presence as being kind and caring, the congregation sees the Priest as being a leader, but also as someone that they can speak to about their personal struggles (Nairn et al, 2015). This makes the Priest easier to relate to. The Priest gains more trust by being informative as he conveys his knowledge with the congregation and the congregation become more intrigued by his perspective outlook (Nairn et al, 2015). The Priest is able to demonstrate his credibility by teaching the practices of the church and inserting his own knowledge and personal struggles in the teaching (Nairn et al, 2015). The Priest continues to gain his congregation's trust through his verbal messages and the way he presents himself. The Priest's willingness to show that he is like his congregation; he also continues to encourage the individuals of his congregation that their faith in the religion is acknowledged in the characteristics of their everyday lives (Nairn et al, 2015).

Workplace

Nonverbal Communication mannerisms may affect workplace environments. In a work environment there are several different types of cultures, attitudes, ages, gender, and feelings are demonstrated. For example, a type of nonverbal communication mannerism is expressed through touch. Different cultures view the appropriateness of touch differently. Cultural touching depends heavily on the culture you are from; for example, in the United States it is common to

end a business discussion with a handshake, where in Japan it is customary to end a conversation with a slight bow and a handshake with two hands (Henley, 1980).

Gut, Wilezewski, and Gorbaniuk (2017), conducted a questionnaire survey in 2014 including twenty employees from a Chinese company (2017). The survey was to gauge the differences in culture, stereotyping and communication (Gut et al, 2017). The participants had negative feelings toward culturally biased communications, but had positive attitudes toward intercultural interactions (Gut et al, 2017). Individuals enjoyed meeting and having social interactions with people from other cultures, but disliked the stress that it caused within the workplace. All participants expressed that culture is important to everyone, but they have experienced negative effects from cultural diversity. Communication is a must and is often lost through the interactions of the different cultures (Gut et al, 2017). Eighty percent of employees in the survey felt that individuals with different cultural backgrounds have difficulty communicating with other cultures (Gut et al, 2017). Impressively the individuals did not seem to relate the problems of communicating with the person, but with the cultural differences that require different forms of communication (Gut et al, 2017).

The employees valued that individuals from different cultures have the ability to adapt to other cultures. The employees to have a positive attitude or outlook toward intercultural interactions (Gut et al, 2017). This could lead to an increase in job satisfaction, personal development, professional development, and could give individuals a chance to gain knowledge from others (Gut et al, 2017). Seventy percent of employees agreed that stereotyping is an important factor that is affecting intercultural communication in the workplace (Gut et al, 2017). This has to do with the way that the employees are perceived by others within the environment (Gut et al, 2017). When employees were asked about the stereotyping in the cultures, eighty

percent said that they had noticed differences in work, that these differences are strongly noticed during altercations at work; however, the employees had a positive attitude about working with different cultures (Gut et al, 2017). Fifty-five percent of the employees felt that cultural differences led to arguments or altercations with their coworkers at work, the main source of the arguments was disrespect to an individual's culture (Gut et al, 2017). Individual culture plays a huge role in the type of nonverbal communication that is demonstrated through the way one person interacts with another, through touch, gestures, and closeness.

In research based on speech rate concluded that nonverbal cues are independent of the messages context; higher pitch and faster the rate of speech the more effective the message becomes and the more credible the source becomes (Cesario & Higgins, 2008). Nonverbal cues are not universal and should not be considered as such; individuals tend to gather nonverbal cues differently than other individuals may have comprehended the conversation (Cesario & Higgins, 2008).

Gestures, such as, leaning forward, fast speech rate, and animated hand movement can convey to individuals that it's a huge deal and that it is time for individuals to jump on board (Cesario & Higgins, 2008). Gestures such as leaning backward, slow speech rate, and slower body movements could convey to individuals that they should be careful when considering the message (Cesario & Higgins, 2008). A study on women and men giving speeches revealed that women are more likely to be interrupted than men and are more likely to follow a hierarchy of status within the workplace (Henley, 1980).

Nonverbal communication is in every environment; however, it is how the individual interprets it that leaves the lasting impression. The last interaction you had with a health care provider, did it leave a lasting impression with you? In the journal *Parent-staff Communication*

in a Children's Unit (1972), Abercrombie writes about a friend that visited a physician's office and immediately felt that something was not right with the situation (1972). She entered the physician's office and had to walk a great distance across the office to a table where the physician then sat across from her and did not convey good eye contact (Abercrombie, 1972). Eye contact is very important during a conversation; this nonverbal cue is first brought into your life when you are a baby during feeding, you are held in a manner that allows for the mother to maintain eye contact with her baby (Abercrombie, 1972).

Communication whether verbal or nonverbal can make an impact on an individual. Dr. Baumgardner (2017) is a physician that gives a vivid recount of when he was a resident taking care of patients that could not verbally communicate; in his article *Every Word, Every Gesture* (2017) he relays a story about two patients that had shown him through their interactions the true meaning of the toll that nonverbal communication takes on individuals. One story is about a man that was known for years as not being able to verbally communicate, but then one night when the man falls ill and Dr. Baumgardner stays with him spoon feeding him, they form a bond and the man begins to speak slowly to him. Another is of an older man that was mostly paralyzed and could not verbally communicate, but like before Dr. Baumgardner treats him as if nothing is different and always starts the examination off by greeting him, explaining to him what he is doing, and making small talk. After his rotation is up he tells the older man that he was being rotated and he would have a new physician taking over, the man begins to cry. The effectiveness of this article is that Dr. Baumgardner makes an effort to communicate verbally and nonverbally with his patients and demonstrates empathy and compassion by taking his limited time to try to impact his patient's life. He gives the patient who cannot verbally communicate dignity and well-being by being able to effectively communicate through his nonverbal skills of compassion

and empathy. While the patient was able to verbally communicate with Dr. Baumgardner, the patient shows nonverbal communication through his tears and being less aggressive in his presence while being cared for by him.

Physicians that appear to be hurried convey to their patients that they do not wish to have involvement with them and do not have the time to work with them (Riggio & Feldman, 2005). Physicians that have a strong connection with their patients give their patients the most rewarding experience; the physicians give their patients plenty of time to speak and give them nonverbal cues that they are listening and understanding what they are saying (Riggio et al, 2005).

When patients that have longer uninterrupted speaking turns with physicians, physicians that sit or stand leaning toward the patient, the patient feels genuinely that the physician is listening to them (Riggio et al, 2005). Physicians that exhibit nonverbal communication, such as, leaning backwards, continuously looking at the chart, interrupting the patients, and more pauses, cause the patients to be less satisfied with their physicians (Riggio et al, 2005). Studies have shown that due to the health care provider's inattentiveness to the patient, the patient tends to have increased anxiety and reduced recall of the physician's instructions (Riggio et al, 2005). Nonverbal signals, such as, leaning forward, head nodding, uncrossed legs, and arms have a higher outcome of satisfied patients (Riggio et al, 2005). Many medical professionals are now encouraged to build rapport and know that it cannot be taught overnight; the physicians are encouraged to continuously practice (Riggio et al, 2005). In 2004 it was mandated by the board of the United States Medical Licensing Examination that medical students will pass a clinic skills examination (bedside manners) (Riggio et al, 2005). Physicians that have good nonverbal communication skills and convey empathy ensure trust and well-being in their patients (Riggio et

al, 2005). In a study participants were shown pictures of angry and happy faces and another study showed the same pictures but only flashes and the end result was that people conveyed negative and positive reactions to the faces (Riggio et al, 2005). The studies proved that health care professionals can learn to use effective nonverbal cues and the patient feel like they have had a more positive interaction with their physician (Riggio et al, 2005). Physicians were encouraged to use warm and friendly tones and to treat patients like they are adults and to let them help with the course of their care (Riggio et al, 2005).

Effective nonverbal communication leads to the effectiveness of medical professionals during high stress situations within the hospital. The study conducted by Hargestam (2015) was on trauma teams effectively communicating properly to ensure the safety of their patients; ineffective communication is one of the leading causes leading to patient harm (Hargestam, 2015). The four teams were audio and video recorded during a training in the emergency room; each teams in the study had six participants that included two physicians, two nurses, and two enrolled nurses (Hargestam, 2015).

Team one of the study by Hargestam (2015), revealed that the team used hand gestures and body language along with educational discussions (2015). As the urgency of the situation would increase the team would position themselves in either authoritarian or egalitarian positions (Hargestam, 2015). Team two of the study by Hargestam (2015), revealed that the team's communication was limited during the trauma, individuals within the group with the most experience would verbally call out the directions or use hand gestures to direct the rest of the group (Hargestam, 2015). Team three of the study conducted by Hargestam (2015), revealed that the leader of the team used eye contact, verbal tones, verbal commands, and gestures to convey her messages to the team (Hargestam, 2015). And team four of the study by Hargestam (2015),

revealed that the team's leader communicated effectively with their team when they had to go to surgery, by speaking clearly, using gestures, and vocal cues to alter the team of the urgency; the great communication within the team allowed for there to be significant discussion with the decision for the team to go into surgery (Hargestam, 2015).

The effectiveness of the nonverbal communication through hand gestures, eye contact, vocal pitch within the teams allowed for their teams to be successful in the emergency room. Every working environment is contingent on the effectiveness of the communication within their environment, starting from the head of the company down to the very bottom. However, other working environments that lean on the effectiveness of communication have to be mindful of how their nonverbal communication cues or the individuals they are working with can affect the outcome of a situation.

Nonverbal communication can clarify verbal communication (Otu, 2015). Working in the criminal justice field can be rewarding and very dangerous when decoding different events. It is very important for law enforcement officers to be able to decode nonverbal communication in a suspect (Otu, 2015). The officers must be good at sending, giving, and providing information while receiving information (Otu, 2015). Officers must also realize that all people use nonverbal communication intentionally and unintentionally and they must learn how to comprehend what the intended message is (Otu, 2015). Forms of nonverbal communication are semiotics, proxemics, kinesics, and cross culture. Semiotics is how signs relate to something, for example, if someone is crossing their arms in front of their body it could be understood that they are being resistance or defensive (Otu, 2015). Proxemics is the space between the receiver and the sender. For example, if the suspect moves closer to the officer it could considered aggression or an insult (Otu, 2015). Kinesics is the body language, such as the posture, facial expression, and gestures,

for example, if the suspect uses excessive gestures while he is emotional or hysterical (Otu, 2015). Cross cultural is the difference that is defined by the individual's culture, for example, the peace sign does not mean the same in both the United States and the United Kingdom (Otu, 2015). "Darwin (reprinted 1998) wrote all mammals show emotions reliable in their faces" (Otu, 2015, p. 2). Officers need to understand the different nonverbal cues because what the suspect doesn't say in verbal words does make a difference and can translate into words (Otu, 2015). Communication can be considered as a way of broadcasting information between the sender and receiver (Otu, 2015, p. 2). By officers effectively understanding nonverbal cues they can comprehend what the suspect is saying whether it is spoken or not even if there is a cultural gap which can be conscious or unconscious (Otu, 2015).

Nonverbal communication can be a vital tool that helps individuals to connect, a way of expression, and help build a better relationship (Otu, 2015). Otu (2015) study focused on how effectively the law enforcement officers are at decoding nonverbal communication (Otu, 2015). The finding uncovered that officers should maintain close physical proximity, direct eye contact, and professional appearance; by contributing all of these nonverbal cues the officer conveys that they are dominant and shows authority (Otu, 2015). Nonverbal communication can relay trustworthiness, honesty, fear, and anger in the suspect and if the officer is able to comprehend their nonverbal cues that they will be more effective at understanding what is not necessarily being said (Otu, 2015). Misinterpreting nonverbal cues could lead to be very dangerous when in a close proximity of the suspect (Otu, 2015). It is also important for the officer to understand that the suspect is reading their nonverbal communication cues as well; so, it is important for officers to learn how to manipulate their nonverbal communication cues. Officers need to be able to relay to the public that they are the authority (Otu, 2015). Officers may use nonverbal cues when

questioning suspects to be courteous, such as, regulation (touching the suspects arm to sign to the suspect that they have something to say), eye contact (if the officer gives full eye contact to the suspect it could mean that the officer believes what the suspect is saying), gesture (pointing to an object to encourage a discussion), body posture (if the officer is lean back in his chair while listening to the suspect it could indicate that the officer does not believe what the suspect is saying), conflicting messages (the officer may say something that is true, but avoid eye which could send mixed messages causing the suspect to become upset), and space (if a suspect starts to shorten the distance between the officer and their self it could be a show of aggression) (Otu, 2015).

Nonverbal behaviors can be very informative. Behaviors communicate feelings, as well as cueing messages that have a way of affecting the receiver's behavior (Morgan & King, 2012). During the research performed by Morgan and King (2012) in *An Activity for Teaching the Effects of Nonverbal Communication*, the researchers found that groups unconsciously encouraged the leaders of the studies through nonverbal cues (2012). In this study, there were two students that volunteered to stand up in front of the classroom and give impromptu speeches, one was in a positive feedback condition while the other was in a negative feedback conditions. The leader that was in the positive feedback condition found that it was fun and enjoyable and wouldn't have minded to continue talking to the participants (Morgan et al, 2012). The leader in the negative feedback condition found that she was very uncomfortable and she only spoke to the class for one minute (Morgan et al, 2012). When asked if she would like to speak to the class for a second time she declined (Morgan et al, 2012).

Leaders are more harshly judged by students and the students do not always recognize the importance of their nonverbal cues that they are emitting to the leader (Morgan et al, 2012). The

participants in the two classrooms were asked to rate their leaders and asked how effective they felt the activity was (Morgan et al, 2012). In the positive feedback condition, the participants rated the experience higher than in the negative feedback condition and found that the positive feedback was more effective (Morgan et al, 2012). The participants found that the leader in the positive feedback was more confident and comfortable in the role and they enjoyed the activity (Morgan et al, 2012). The leader in the positive feedback environment was considered more credible and likeable; while the leader in the negative feedback environment was considered less credible and likeable.

The intra-organizational communication in the work place was proven to affect the physical, mental health, and the performances of the staff members (Mehrabani, Ghazavi, & Malbousizadeh, 2010). Frauendorfer, Mast, Nguyen, and Gatica-Perez (2014), conducted a study on nonverbal social sensing; “Nonverbal social sensing means the sensing and recording of nonverbal cues from people engage in social interactions,” (Frauendorfer, Mast, Nguyen, and Gatica-Perez, 2014, p. 232). Frauendorfer et al (2014) conducted a study that had sixty-two participants with the medium age being twenty-four years old, who were working on their bachelors, masters, and Ph.D., or who were employed (2014). To determine the participants’/ applicants’ worthiness to be hired Frauendorfer et al (2014) contacted professional recruiters by email asking for them to evaluate the videos of the participants’/ applicants’ interview and to advise whether or not they would hire based on their interviews (Frauendorfer et al, 2014). All of the participants’/ applicants’ interviews were viewed and rated by three of the recruiters (Frauendorfer et al, 2014). Research conducted by Frauendorfer et al (2014) revealed that during initial job interviews the chances of being called back for a second interview was heavily dependent on nonverbal communication (Frauendorfer et al, 2014). Applicants that maintained

eye contact, smiling, and leaning toward the interviewer were perceived as being more motivated and hireable (Frauendorfer et al, 2014). The individuals with loud, fluent speech, and expressive facial gestures were more likely to be hired or seen for a second interview (Frauendorfer et al, 2014). The research was able to determine that individuals that showed more positive nonverbal communication skills during their first interview were more likely to be rewarded the job (Frauendorfer et al, 2014). Job participants/ applicants were more likely to be hired when they engaged in nonverbal behaviors such as, eye contact (Frauendorfer et al, 2014).

Mehrabi, Ghazavi, and Malbousizadeh (2010), conducted a study on thirty-six individuals who were questioned and interviewed on the effects they have had since they started working for a particular company. It was determined that within an organization the individuals should be able to carry out four goals: transfer and use information, meets individual's mental and social needs, demonstrate capabilities, and accomplish the task of the job (Mehrabi et al, 2010). The study revealed that each individual obtains different understandings of beliefs, values, and attitudes and because of this caused individuals within the work place to develop conflicting points of view (Mehrabi et al, 2010). Mehrabi et al (2010), listed the problems that occur when there is conflict between coworkers, "unemployment, unmet agreements, inefficiency, mistakes, hostility, self-confidence issues, absence, sleeplessness, weakening of the team mentality, and reduction of creativity" (Mehrabi et al, 2010, p. 2). Approximately one third of an individual's day is spent with their coworkers (Mehrabi et al, 2010). For a healthy working relationship, it is important for coworkers to become familiar with other coworkers' behavior, feelings, and the way they communicate (Mehrabi et al, 2010). The reason different people interpret messages differently is because of the experiences that they have had in their life regarding the outcome of each message (Mehrabi et al, 2010). Each occurrence of interaction

between coworkers has a way of shaping the way the next interaction will occur. For example, a coworker does not offer help when asked, then the next interaction will be tainted from the previous interaction and others will be less likely to want to help that coworker out.

The way people mentally interpret messages causes a breakdown in the information received (Mehrabi et al, 2010). Emotion release and emotional satisfaction were the highest concepts experienced by participants in the coworker study (Mehrabi et al, 2012). Coworker conflict led to emotional problems which can become serious stress that makes people physically ill (Mehrabi et al, 2010). Coworkers had a hard time expressing themselves and having a challenging environment (Mehrabi et al, 2010). Everyone within a working atmosphere is affected by their interaction with one another, for example by turning away from an individual when speaking to a group (Mehrabi et al, 2010). When coworkers become intimate and dependent of each other it not only affects their effectiveness in the workplace, but their coworkers as well (Mehrabi et al, 2010). The effectiveness of communication between coworkers is essential to the operation of the job; however, it is important to have a manager that is effective at communicating with his employees.

In “The Relationship among Manager Communication Openness, Nonverbal Immediacy, and Subordinate Motivation” by Kay and Christophel (1993), a study was performed on MBA candidates, the candidates were videotaped while they participated in a simulation that was to resolve interpersonal conflict (1993). The study revealed that communication openness was positively related to motivation and nonverbal immediacy were considered to be slightly related but not significantly (Kay et al, 1993). Communicator openness is defined as approachability and trusting in managers (Kay et al, 1993). Nonverbal immediacy is the physical closeness between individuals (Kay et al, 1993). Immediacy is an important predictor in superior and subordinate

relationships (Kay et al, 1993). If the manager has a positive relationship of warmth and directness than the employee will have higher performance and satisfaction (Kay et al, 1993).

The results of the study of the relationship amongst communication openness, nonverbal immediacy, and motivation concluded that there was a correlation between openness and motivation, but there was not a significant correlation between nonverbal immediacy and motivation (Kay et al, 1993). The research that was to determine the manager's communicational openness, nonverbal immediacy for employee motivation revealed that openness is more effective for motivation than immediacy (Kay et al, 1993).

Jia, Cheng, and Hale (2016) performed a study on emotional response theory and nonverbal communication that links supervisor nonverbal immediacy, employee emotion experience, and employee motives with supervisor communication (Jia, Cheng, & Hale, 2016, p. 69). Six hundred and eight employees participated in the study which revealed that supervisor nonverbal immediacy predicts the subordinate's emotional experiences (Jia et al, 2016). These experiences include emotion work and perceived emotional support (Jia et al, 2016). Subordinates are likely to attain needs from their supervisor instead of personal influence needs through emotional experiences in the workplace (Jia et al, 2016).

People tend to approach individuals or things they like while they avoid individuals or things they do not like. If an interaction with an individual is positive then the individual will become dependent on the positive feeling, but if the interaction is negative then the individual will avoid it (Jia et al, 2016). Supervisor nonverbal immediacy, employee attitudes, and employee workplace experiences are all directly related (Jia et al, 2016). Employees who have an approachable supervisor will work harder for that supervisor because of the level of credibility, motivation, and respect (Jia et al, 2016). Emotion in the workplace is usually discouraged,

however, employee emotions are an essential component of the organizations behavior; employees that are happy and feel emotionally stable within their jobs work harder and make for a more pleasant working atmosphere (Jia et al, 2016). The study found that nonverbal immediacy was positively related to emotional support and negatively related to emotion work (Jia et al, 2016). There was a positive association with the employees who received emotional support and communication motives, but personal influence motives were not related to emotional support or emotion work (Jia et al, 2016). Immediacy and emotional support have a strong length to the type of nonverbal communication an individual is rendering to another. For example, if an individual is increasing the distance between themselves and another and avoiding eye contact it is conveying to the other individual that they no longer need their emotional support.

Santilli and Miller (2011), in *The Effects of Gender and Power Distance on Nonverbal Immediacy in Symmetrical and Asymmetrical Power Conditions: A Cross-Culture Study of Classrooms and Friendships* performed a study on 508 students from Brazil, Kenya, and the United States (2011). The participants completed questionnaires on nonverbal immediacy of symmetrical power (best friend) or asymmetrical power (their instructor) (Santilli & Miller, 2011). Immediacy is a set of behavioral patterns that draw people toward an individual or thing. Nonverbal immediacy involves behaviors, such as, eye contact, facial expressions, close distances, and touching (Santilli et al, 2011). In the study women were perceived as more nonverbally immediate than men in Brazil, Kenya, and the United States (Santilli et al, 2011). Symmetrical power conditions revealed that women used nonverbal immediacy more, but in asymmetrical power conditions revealed there were no gender differences (Santilli et al, 2011).

Power distance is when the less powerful members of institutions or organizations expect and accept that power is distributed unequally. Low power societies exist when the superiors and

subordinates are equal; the students in the study were expected to seek knowledge, exercise critical thinking, debate skills, and feel at liberty to do what they felt necessary. While high power societies are when there are among the people and they are expected and desired gain knowledge, be polite, sit upright, and keep eye contact to give the appearance that an individual is well balanced.

Individuals and Friendships

Nonverbal communication is a way of expressing an individual's power or status within a community; an individual's nonverbal communication can tell whether or not they are dominant, submissive, controlling, or abrasive (Henley, 1980). Studies suggest that the more dominant an individual or animal is the more desire they have to control more territory; a subordinate will give up territory in order to make the dominant "alpha" individual comfortable (Henley, 1980). Communication depends heavily on the message, the environment, and atmosphere of the relationship (Mandal, 2014). Sight, sounds, touch, and smells are all signals that an individual can learn to interpret through knowledge and empathy (Mandal, 2014). Empathy is the individual's skills of observation and listening and using those observations to put themselves in another's situation and understand what that individual is experiencing. Signals are the fundamental connection that occurs between the sender and the receiver during communication between two or more individuals (Mandal, 2014). The body language that is used throughout all cultures without individuals being aware of its effects and because of body language we are able to perceive and interpret other individual's true motives (Mandal, 2014).

The saying of "it's not what you say, but it's how you say it," is overwhelmingly true when the research is reviewed. A person that wants or needs to persuade someone needs to be credible, trustworthy, confident, and non-threatening (Andrea, Bevacqua, Heylen, Niewiadomski,

Pleachaud, Peter, Poggi, & Rehm, 2011). When individuals are persuaded to do something, it is usually at the insistence of someone known to them, for instance an intimate partner, boss, coworker, or peer. During a conversation people tend to pay more attention to the nonverbal cues than the actual words that are spoken; it's the feeling or the attitude you get from the conversation (Andrea et al, 2011).

In 2004 during the Presidential race, Streeck (2008) performed a study that analyses the nonverbal behaviors of the Democratic candidates during the 2004 campaign; the candidates used movements during their speeches, such as, a fist to distinguish power and that they would get the job done (Andrea et al, 2011). This study found that it wasn't the gesture's shape, but the expression of the gesture and the indirect meaning of the gestures that helped persuade the audience in one way or another (cited in Andrea et al, 2011).

Nonverbal Communication influences cultural norms within a community (Chang, 2015). Nonverbal communication changes the attitudes and the individual's response toward an action allows for an individual to understand whether or not it is socially appropriate (Chang, 2015). Cultural norms are social rules that dictate what and how certain people should and shouldn't behave within their culture (Chang, 2015). Yanrong Chang (2015) in the journal *Cultural Norms and Nonverbal Communication: An Illustration* implies that "Cultural norms are embedded in our daily interactions," (2015, p. 191).

Individuals comprehend nonverbal communication within members of their culture which dictates the understanding of their cultural norms (Chang, 2015). For example, in the 1940s military was able to draft men to the United States Army to fill positions that were unable to be filled by volunteers. Most men accepted the call to duty and embraced that they were serving their country, while men who did not wish to serve were considered traitors and were negatively

sanctioned. The men were negatively sanctioned by disapproving eye contact, people turned their backs on them, and even avoided them all together. When a norm is more important than the sanction will be more rewarding or severe according to the individual's deception toward the cultural norm (Chang, 2015). Norms within a society help create the community (Chang, 2015). Individuals within their culture learn to understand the way that people around them behave is the way that they should. For example, eye contact, touch, hair styles, clothing styles, and mannerisms begin to form around these cultural norms. Individuals become friendlier to the people who act as expected, using nonverbal cues, such as, eye contact, touch, and decrease in distance between two individuals.

Silence can be a very powerful nonverbal cue, it can tell an individual that his audience is out of the conversation because they do not care, do not agree with them, or they are just taking in the conversation. A study performed by Sun (2016) focused on ten Chinese students and ten American Students. The study was a questionnaire about what is silence, how silence is understood, how it effects individuals, and what they can learn from it. The research found that Chinese and American students define silence differently (Sun, 2016). Some of the problem areas in the American studies is that most things are English proficiency, prior school experiences, and their cultural differences (Sun, 2016). Open Doors Report on International Educational Exchange (2015), relayed in the academic year 2014-2015 there were 974,926 international students studying in the United States of which thirty-one percent were Chinese students (cited in Sun, 2016, p.2).

According to Desilver (2013), there are now forty percent more international students in the United States than there was ten years ago (Sun, 2016, p. 2). When participants were asked what silence meant to them, Chinese and American students answered similar, but differently

defined the time. Chinese students said silence is both verbal and the lack of nonverbal (Sun, 2016). While silence was no speaking, it also had very little body gestures and it could last from thirty seconds to one hour (Sun, 2016). American students defined silence as the verbal and nonverbal. Defining silence as no noise or talking, but body gestures were limited (Sun, 2016). The real difference occurred when the American students said silence lasted approximately three or less seconds (Sun, 2016). Chinese students when asked about their impression of silent people in a positive way said that they thought the individual was processing, listening, sophisticated, avoiding conflicts, or having good manners (Sun, 2016). Negatively they felt that silent people were anxious or shy, but could be obedient or not showing off (Sun, 2016).

American students when asked about their impression toward silent people: positively that they were processing, listening, or calm (Sun, 2016). Negatively they were awkward, anxious, nervous, confused, or distracted (Sun, 2016). The American students felt there was a neutral area, which meant they were cooling off or uncertain (Sun, 2016). Chinese students said in the willingness to participate or show interest they wish they could have broken the silence, but they were not confident enough to interject (Sun, 2016). In an effort to show respect they would keep their thoughts to themselves (Sun, 2016). During correcting an incorrect answer, they would say that there is only one correct answer and show little emotion (Sun, 2016). American students felt in an effort to show respect they would not only speak up in support, but would maintain eye contact and conduct themselves accordingly (Sun, 2016). When correcting incorrect answers, they would try to avoid eye contact and say there was no wrong answer, but maybe a better one (Sun, 2016).

Chinese students have had to cope with the misunderstandings in silence more often (Sun, 2016). Chinese students cope with silence through cultural assimilation by adopting new

identity and making adjustments by the way they act, showing larger gestures, and adopt new body language (Sun, 2016). Chinese students discovered American students should be admired or criticized, they feel Americans have free style of verbal communication in speaking their mind and exploring new ideas (Sun, 2016). However, their nonverbal communication is to be admired by the type of eye contact they are comfortable with and their freedom to dress to suit their feelings (Sun, 2016). American students felt they had meaningful interactions when they were able to create understanding by being able to see someone else's perspective which encouraged sensitivity and awareness (Sun, 2016).

Depending on the social practices or habits that an individual includes in their life which leads them to surround themselves with individuals who have the same type of preferences they have. Extraversion is whether an individual is outgoing or social. Scoring high on the extraversion personality test means that the individual is outgoing, enjoys being the life of the party, and being around people (Jensen, 2016). Introversion is an individual that tends to turn inward, focusing on internal thoughts, feelings or moods, showing little emotion, and not seeking social interaction (Jensen, 2016).

Nonverbal communication and empathy go hand in hand. An individual can show empathy for another when they cannot find the appropriate words to say. A study by Peterson and Leonhardt (2015), was executed with the help of one hundred ninety-two Masters of Business Administration students. Each of these students were paired into four different training groups: nonverbal communication, empathy, nonverbal communication and empathy, and a controlled group of general presentation skills (Peterson & Leonhardt, 2015, p. 80). The nonverbal communication group was trained on nonverbal forms of communication, such as, learning to relay meanings, thoughts, attitudes, and perceptions in a persuasive way (Peterson et

al, 2015). Through this they learned how to effectively communicate with subordinates, coworkers, and superiors (Peterson et al, 2015). The empathy group was taught about self-awareness and how to mentally put their self into the situation of someone else (Peterson et al, 2015). The group received the nonverbal communication and empathy training were taught about both the nonverbal communication skills and empathy training (Peterson et al, 2015). The controlled group received training on general presentation skills were taught about mental, physical, and emotional preparation that would be needed to make an effective presentation (Peterson et al, 2015).

Peterson and Leonhardt (2015) found the faculty rated the presentations of the group received training in both nonverbal and empathy higher than the other groups, the controlled group was the lowest rated (Peterson et al, 2015). When the faculty rated the four groups on their persuasive capabilities, the group which trained in both the nonverbal communication and empathy scored the highest, while the controlled group scored the lowest (Peterson et al, 2015). The students were asked to evaluate the training they received, the group was trained in nonverbal communication and empathy combined rated their training higher (Peterson et al, 2015). The students rated the value of their training, the group trained in both nonverbal communication and empathy rated the value of their training higher than others (Peterson et al, 2015). The individuals both trained in nonverbal communication and empathy were able to relate closer to others in the study than the other groups and noticed more nonverbal interactions than they would have noticed before, such as, the distance between individuals, eye contact, facial expressions, and body gestures.

Individuals who are blind cannot physically see the nonverbal cues. However, they are able to interpret nonverbal cues from an individual. A study was conducted to see how nonverbal

communication; such as, tone, and touch would be received by adults who were blind. Individuals who are blind may have lessened acoustic perception to voice than sighted individuals (Oleszkiewicz, Pisanski, Lachowicz-Tabaczek, & Sorokowska, 2017). Blind individuals and sighted individuals are able to process sounds in similar ways. Blind individuals may be able to process non-visual cues more effectively than sighted individuals (Oleszkiewicz et al, 2017). Verbal and nonverbal communication allows us to recognize individual's traits, such as, the speaker's age, sex, body size, culture, social status, emotion, or motivational presence (Oleszkiewicz et al, 2017).

Receivers process information during communication differently than others. Blind individuals did not show any advantage on nonverbal voice recognition (Oleszkiewicz et al, 2017). Traits of an individual's voice can illustrate mating contexts; such as, attractiveness, masculinity in a male's voice or femininity in a female's voice, and dominance (Oleszkiewicz et al, 2017). An individual's voice reveals the individual's competence (dominance and intelligence) and warmth (sincerity and kindness) (Oleszkiewicz et al, 2017).

Competence and warmth can also convey trustworthiness. Individuals that have low voice pitch tend to be perceived as being competent and trustworthy (Oleszkiewicz et al, 2017). An individual that has a positive effect on their listener conveys warmth and trustworthiness; where as individuals with competence and dominance are perceived negatively (Oleszkiewicz et al, 2017). Low voice pitch is usually associated with competence and trustworthiness (Oleszkiewicz et al, 2017).

The Oleszkiewicz et al (2017) study, was developed with fifty participants of which twenty-seven of the individuals were blind (p. 858). The participants were asked to rate the voices that they heard as male or female, competence, trustworthiness, or for warmth

(Oleszkiewicz et al, 2017). Sex of the voice was not substantially balanced toward the blinded or sighted individuals (Oleszkiewicz et al, 2017). Men's whose voices were lower in pitch were considered to be more competent and trustworthy than if their voices were raised (Oleszkiewicz et al, 2017). Women's whose voices were lower in pitch were considered to be more competent (Oleszkiewicz et al, 2017). While raised women's voices were considered to be warm and caring (Oleszkiewicz et al, 2017). Lowered women's voices were considered as being more trustworthy and this effect was greater amongst the sighted individuals than the blind individuals (Oleszkiewicz et al, 2017).

Personalities affect the way individuals express themselves which in return affects the way the individual communicates with one another verbally and nonverbally (Jensen, 2016). Individuals that are comfortable communicating to each other tend to stand close and frequently touch one another than the individuals would if they were not comfortable (Jensen, 2016). Jensen's (2016) study was comprised of three hundred and two students who were taking international courses and programs at two Swedish universities (2016). There were approximately ten different cultures who were represented in the study, with the largest cultures represented was Germany, Sweden, and China (Jensen, 2016, p. 62).

Study showed individuals who scored high as ambitious and openness personalities are more likely to try new experiences (Jensen, 2016). The study showed individuals with neurotics dimension are less likely to go out into the unknown (Jensen, 2016). Individuals who scored high on conscientiousness are well rounded and have the ability to succeed in international programs with high demands (Jensen, 2016).

Individuals are highly motivated to achieve their desired goal or will feel from the beginning that nothing they do will help them achieve their goal. An individual's motivation is

conveyed through their nonverbal cues and their actions. Fit hypotheses are tested by using factors such as chronic motivational focus on the target, the framing of the message, the nonverbal way in which the message is delivered, the topic of the message, and gender (Jacks & Lancaster, 2015, p. 203). Messages tend to be more effective when the speaker's nonverbal delivery was in sync with the receiver's motivational focus (Jacks & Lancaster, 2015). Until recently gender has not played a large role in discovering the differences in the way males and females communicate. Recent research has shown due to socialized job values females are more likely to relate to a focus on prevention, where men would more likely participate in a promotional focus (Jacks & Lancaster, 2015). The study was to give the message of fitness in a promotion or prevention focused area. The study found promotion focused men and prevention focused women showed more favoritism in groups than promotion focused women and prevention focused men (Jacks & Lancaster, 2015).

What makes a person more promotional based than another? A study by McKay-Nesbitt, Bhatnager, & Smith (2013) found men were more promotion based while women were prevention focused (Jacks & Lancaster, 2015, p. 204). Men were more likely to engage in physical activity than women (Jacks & Lancaster, 2015). Promotional messages were found to be more effective when promotional terms were used in an upbeat way, such as, waving their hands in the air and yelling Get energized! (Jacks & Lancaster, 2015). Prevention message were more effective when distressing terminology was used in a dire voice, such as, clogged arteries (Jacks & Lancaster, 2015).

Hertenstein and Keltner (2011), presented a study that evaluated the most common response for each of the targeted groups; the targeted groups were four groups of which one was based on gender, one group was comprised of males only, one group was comprised of females

only, two groups was males and females (2011). Each group was allowed to pick a type of emotion (sympathy, anger, or happiness) and to use appropriate nonverbal cue to convey this emotion to the group (Hertenstein et al, 2011). In the all-male group, 70.4% of the time choose anger while the other 14.8% choose fear (Hertenstein et al, 2011). The male group never choose sympathy or happiness (Hertenstein et al, 2011). All female group choose happiness with touch more often and choose gratitude to convey; women never choose to communicate anger (Hertenstein et al, 2011). In the groups with males and females the group did choose anger (Hertenstein et al, 2011). Women tend to smile more and share emotion more of the time compared to men (Hertenstein et al, 2011). A second part of the study was to see if males and females could correctly identify the communication (Hertenstein et al, 2011). Seventy-nine percent of the time females could correctly identify the male's nonverbal messages (Hertenstein et al, 2011). Ninety-six percent of the time they could identify female's nonverbal messages (Hertenstein et al, 2011). Seventy percent of the time males accurately identified male's nonverbal messages and eighty-one percent of the messages were correctly identified the female's nonverbal messages (Hertenstein, 2011).

Family and Relationships

Nonverbal communication is emotional which causes the unconscious gestures, postures, and the eye contact between two or more individuals (Gabor et al, 2014). There are different types of distances between individuals that tell the individuals what is expected. The different types of distances are intimate, personal, social, and public which tells the sender and receiver what is expected during their conversations which is based on the type of relationship the two individuals have. For example, if a husband and wife are in a business meeting than they will exhibit a public or social approach to their relationship.

Research on nonverbal communication among the family members became evident in the communication the sender and receiver took. A study conducted by Mandal (2014) found it important to remember the different types of personalities make and produce different types of nonverbal behaviors (2014). Individuals tend to have their own idea of what personal space is and it is not universal through all cultures. However, when an individual's personal space is invaded they tend to react based on their emotions.

The study determined men on average tend to shift more when seated, move their feet less, and use smaller gestures (Mandal, 2014). Women tend to use more facial expressions and make gestures more often (Mandal, 2014). The sentences between the individuals tended you average between two to five seconds, this means the nonverbal cues that were exhibited between the individuals lasted longer than their conversations (Mandal, 2014).

Interpersonal distance is the amount of distance one individuals stands from another, research has shown when an individual likes another individual they tend to close the distance between the two by standing close to one another (Abbey & Melby, 1986). After Abbey and Melby (1986), did extensive research on the nonverbal communication which occurs between males and females they performed a study focused on interpersonal distance, eye contact, and touch. Eye contact is the amount of eye contact you make with another individual, research shows individuals tend to make more eye contact with another individual when they are interested in a person (Abbey et al, 1986).

Touch is the amount of touch you make with another individual, research shows individuals tend to touch objects more often when they like or are interested in the object (Abbey et al, 1986). Previous research show males tend to put more stock into the sexual meaning

between two individuals than females do (Abbey et al, 1986). Rytting (1976) performed a study where individuals were given a story about male and female pairs highlighted friendships or romantic cues (Abbey et al, 1986). The findings were males were more likely to classify a relationship as romantic despite the type of cues and expected there to be more sexual activity than the female subjects (Abbey et al, 1986, p. 284).

During a study Abbey and Melby (1982) asked a male and female pair to interact for a brief time while another hidden male and female pair observed. Abbey (1986) found males rated the male and female as being more seductive and promiscuous than the female did, while the male was also more sexually attracted to the opposite sex than the female was (Abbey et al, 1986). Zwillman and Goodchilds (1983) studied adolescent females and males to deliberate the different forms of nonverbal cues and to rate the cues on what they felt indicated the more likelihood there was a desire to have sex. The study indicated females found the cues to be less likely to have sexual intent than males did, males considered revealing clothing, prior reputation, date location, and other activities together as leading to sexual desire, while females did not (Abbey et al, 1986).

Previous studies suggest there is a difference in the way males and females interpret cues, meaning a man might interpret extended eye contact and holding hands as a sign there is more between the couple (Abbey et al, 1986). While females might just see the couple as having a good friendship (Abbey et al, 1986). Men and women both send and use nonverbal cues, such as, touch, eye contact, and distance to comprehend what the other individual is feeling about their relationship and because everyone's perception of the cue is different it makes it harder to know what the other person is feeling. For example, women are known to consider other signs related to the nonverbal cues. The couple's close distance is because the room is packed (Abbey et al,

1986). The extended eye contact is because the room is loud and it is hard to understand what the other person is saying (Abbey et al, 1986). Men tend to value sex as a component of their gender identity than women do (Abbey et al, 1986). In 1969 Kanin argued males are more eager than females during an interaction to see the signs or cues indicate sexual intent (cited in Abbey et al, 1986, p.284).

Abbey and Melby (1986), performed three studies, one rated the interpersonal distance of the individuals, one rated the eye contact between the individuals, and the touch between the two individuals. Each study was observed and rated by a male and female subject. In the experiment on interpersonal distance Abbey and Melby (1986) found male subjects rated both individuals to be more sexy, seductive, and promiscuous during their interaction, but both males and females rated the female individual as showing more sexual intent (Abbey et al, 1986). The experiment on eye contact, males rated the female as being more sexy, seductive, and promiscuous than the females did, but males felt male was more promiscuous than the female was and both males and females felt the female was more seductive and sexy (Abbey et al, 1986). The experiment on touch found that both males and females found the female to be more flirtatious, sexy, seductive, and promiscuous than the male was, but the males rated the female higher than the females did (Abbey et al, 1986).

In 1997 Hinkle performed a study to examine the relationship between liking and nonverbal immediacy found in marriages (Hinkle, 1997, p. 81). In marriages individuals tend to employ various strategies in the effort to sustain, maintain, and preserve their relationships with their spouse (Hinkle, 1997). Liking is not always an essential component in all marriage and despite individuals not liking their spouse they decide to keep their marriage intact (Hinkle, 1997). However, liking is essential in satisfaction within the marriage (Hinkle, 1997). Nonverbal

immediacy behaviors communicate consciously and unconsciously within the marriage the psychological closeness between the individuals (Hinkle, 1997).

Hinkle (1997) research revealed individuals had been married less than one year or at least twenty-four years or longer had the highest score for both immediacy and liking (Hinkle, 1997). These individuals were found more able to understand the nonverbal cues from their partner. Individuals married less than one year scored the highest on nonverbal immediacy, while individuals married sixteen to twenty-four years scored the lowest (Hinkle, 1997). Individuals married twenty-five years or longer scored the highest on liking, while individuals married sixteen to twenty-four years scored the lowest (Hinkle, 1997).

Smith (2007) conducted a study on married couples on the touching behavior within the couple, there was seven different measurements of touch: overall touches, power touches, supportive touches, hand touches, non-hand touches, touches while talking, and touches while listening (Smith, 2007, p.5). Touch occurred within the couples sixty-one percent of the time (Smith, 2007). Women engaged in more touches during her conversation than men (Smith, 2007). In the study,, the wife and husband were asked to choose a problematic topic.

During discussion women were found to engage in touching more often than men (Smith, 2007). Women were also found to have more overall touches and power touches during their discussion than during the men's topic discussion (Smith, 2007). Women also showed more supportive touches regardless of whose discussion was taking place (Smith, 2007). Hand touches did not show any significant difference between males and females during conversation, although women did have more overall hand touches (Smith, 2007). Only during the women's conversation did the women engage in more overall touches (Smith, 2007).

Touces while talking women significantly touched more than men during their turn to talk (Smith, 2007). Touches while listening revealed women were more likely to touch while listening than men regardless of whose conversation (Smith, 2007). In relationships, it is common for individuals to use nonverbal communication, such as, touch and facial expressions with their partner to establish dominance (Henley, 1980).

Subordinate roles tend to exhibit traits, such as, lack of control over space, body, appearance, and time (Henley, 1980). The subordinate is subject to invasion of these areas at any time by the dominant (Henley, 1980). Touching allows for there to be a sense of power conveyed between the two individuals, it can tell the person it is okay to touch or not to do so (Henley, 1980) Henley (1980) gives this example, “kissing the cardinal’s ring (Henley, 1980, p. 167). Some territorial signs of touch can be simple things that an individual may not consciously think about, such as, holding someone’s hand, putting their arm around the other individual’s waist, or even just maintaining some type of touch with the other individual (Henley, 1980). Individuals are subordinate in a relationship tend to give nonverbal cues, such as, looking down, avoiding eye contact, less likely to relax or make extensive gestures, and behaves more timidly when the dominant is present (Henley, 1980).

When individuals see the nonverbal communication which is occurring do they realize the importance of this form of communication has on the relationship they have with their children? Nonverbal communication is extremely important in the crucial relationship between child and parent. When the child is so young they cannot verbally communicate with their parent, nonverbal communication allows for the child to have an emotional outlet to describe what they are feeling and for the parent to decode the meaning behind emotional outlet (Colegrove & Havighurst, 2017). The attachment that is formed between a child and parent occur

very early in the child's life and it is shaped by the way the parent's respond to their child's nonverbal communication affects this bond (Colegrove et al, 2017). Parents begin to shape their children's behavior by the nonverbal cues they convey whether or not that behavior is acceptable or unacceptable (Colegrove et al, 2017). Children are unable to understand when you use nonverbal cues that directly contradict the message given (Colegrove et al, 2017). The message could be contradicted by smiling when the child is being warned for doing something they should have not done.

Children rely on the parent to understand their nonverbal emotions and to accurately interpret what is meant. A parent's sensitivity to the child's nonverbal cues is extremely important and studies have showed nonverbal approach and avoidance behaviors are closely related to shame and disrespect in parent-adolescent relationships (Colegrove et al, 2017). Nonverbal communication help shape the child's interaction with other children as well as with adults (Colegrove et al, 2017). Some reasons that a parent might have problems identifying their child's nonverbal communication is if the parent is suffering from Borderline Personality Disorder, experiencing stress or depression, at high risk of abusing their child (Colegrove et al, 2017). Depression and anxiety can add changes to your voice frequency and your facial expressions which can affect the way the child interprets your nonverbal cues (Colegrove et al, 2017).

Analysis

Nonverbal communication has a way of affecting the individuals in the less serious of situations to the most serious of situations. The way individuals interpret our nonverbal communication cues can affect us on a professional, social, and intimate level. Individuals tend

not to realize the effect or the power of their nonverbal communication in their religion, workplace environment, their social interactions, and with their family members.

An individual who is self-confident may preen in front of the mirror, make flashy gestures when speaking, tends to be the center of the discussion, walks with confidence, has firm hand shakes, good listener, maintains eye contact, has great hygiene, is well dressed, has a conservative haircut, and may even exhibit good posture (Mandal, 2014). An individual who is arrogant will exhibit a larger physical distance during conversations, will become bored easily, be pretentious, and may even make more sexual gestures (Mandal, 2014). An individual who is insecure or humble will exhibit characteristics such as, being focused on others, great listening skills, quiet or fair demeanor, courteous to others, and show self-depicting humor (Mandal, 2014). An individual that becomes embarrassed may avoid eye contact, turn away from the conversation, flush, or avoid people (Mandal, 2014). Individuals who are fearful tend to be wide-eyed, freeze, nervously look around, lean backward, place their hands in front of their body, and have heavy or rigid breathing (Mandal, 2014). While an individual who is worried may start to pace, fidget, and cannot focus. Resentful individuals have crossed arms in front of their body, stiffened body, and whisper or cover their mouth with their hands (Mandal, 2014). An individual who is surprised may step back or lean backwards, have an opened mouth. An individual that is open-minded will face the person that they are speaking with and maintain eye contact, have closer body distances, and prolong the handshake (Mandal, 2014). While an individual who is skeptical will squint their eyes, downwardly tilt their head, or even tighten their lips (Mandal, 2014).

The study performed by Nairn, Nelson, and Johnson demonstrated individuals tend to choose a religious community that they are familiar with when they relocate to a new place.

Nairn et al found the individuals choose this religious community because there was a sense of familiarity in the practices, traditions, and rituals were exhibited by the members of the religious community (Nairn et al, 2015). I found this to be especially true when my husband and I relocated to Iowa from Kentucky. We did not know anyone besides the individuals that my husband was now the supervisor of and it was difficult to meet individuals you feel comfortable with. After moving to this small town of 2100 residents we started attending the Roman Catholic Church. In theory you can attend any Roman Catholic Church in the world and the same order of the mass will be taking place; which in return makes you feel more at ease because you understand what is happening and what is next during the mass. We immediately started to feel more at ease in our new town because we started to meet new individuals who had the same types of beliefs and values we were accustomed to. While the church we now attend does not have the same priest or the same congregation we are able to feel at ease being around these individuals that have the same faith that we do and show the nonverbal behavior that we are accustomed to.

In the workplace, it is a culture clash of many different types of cultures represented in one professional environment. Think about the way certain individuals will lean closer to someone when they are speaking to them or when they are speaking to you they tend to form some type of touch. Gut et al (2017) conducted a study that demonstrated that individuals do like to be exposed to different cultures. However, it does cause a problem in the work place in the lack of effective communication. Gut et al (2017) found eighty percent of the participants felt that individuals from different cultures had difficulty in communicating effectively with other cultures and because of the problems were caused in the workplace (Gut et al, 2017). Individuals

in the study agreed there were differences in the workplace due to the different cultures and fifty-five percent felt these differences led to altercations in the workplace (Gut et al, 2017).

Individuals will interpret the same message different and will draw conclusions about what they just heard based on what they interpreted. From August 30 through September 16th we watched as Hurricane Irma devastated islands like Saint Martin, Puerto Rico, and Cuba and grew closer to Florida, the Governor of Florida desperately pleaded with the individuals of the state to evaluate no matter where they were located in Florida, but especially the people on the tip, ocean, and golf sides of Florida. The Governor's body posture started to lean forward, his facial expressions conveyed he was desperate, and his speech rate was fast as he pleaded for individuals to leave. In the study conducted by Cesario and Higgins (2008), they found that individuals who have a faster speech rate and were leaning forward during a conversation were trying to convey to their audience what was happening was a huge deal and it was time to do something about it (Cesario & Higgins, 2008).

When was the last time you went to the physician and actually felt the physician was paying attention to what you were saying and didn't have a pre-diagnoses' decided upon your arrival into his office? A study conducted by Riggio and Feldman (2005) found individuals are more likely to recall what the physicians tell them when the doctors provides an environment which makes the patient feel like they have a say in the type of recovery they choose. The physician can do this by using warm friendly tones and treating the patients with respect (Riggio et al, 2005). The last time I was at the physician's office was very pleasant. I was having a small procedure done and the nurses and doctors made the whole experience more relaxing and put me at ease. I was nervous and when I went to the room the nurse stayed with me and the physician came right in instead of making me wait what seemed like hours. The physician explained

exactly what he was going to do, convey a warm and caring presence in his expressions and manners, and he put my hand against his leg and said that if I felt anything at all to pat his leg and he would fix it. By the physician using a calm tone while he explained to me what he was going to do and that it was okay if I needed him to stop for a minute, it made me feel at ease. It seemed no sooner that he started the procedure he was done.

While I was working at a correctional center I was thrown into a whole new type of environment. I had gone from a working environment where everyone I worked with was considered a friend to a place where once you entered through the gates you no longer had friends. I started to notice how you had to watch everything you said and the way you presented yourself during a conversation. The biggest lesson that I was taught was to be aware of the nonverbal cues that the inmates were transmitting to one another and around you. After working at the center for a couple of weeks I noticed that one inmate was not acting like himself. He was only acknowledged what you were asking him to do with a yes or no, he was not the usual bubbly personality that he normally was. By the end of the day the inmate would be in the segregation unit for fighting with another inmate. Otu (2015) conducted a study which revealed the importance of someone in the criminal justice field in understanding the nonverbal cues being transmitted. An officer must be able to understand and accurately be able to interpret the nonverbal cues which are being exhibited by a possible offender (Otu, 2015). Officers have to realize the nonverbal cues can be transmitted as unintentional, but can be intentionally used to make the officer let down his guard (Otu, 2015). The officer will also benefit from being able to send nonverbal cues that he is not actually agreeing with. For example, by leaning close and speaking softly to the suspect it conveys to the suspect this individual is easy to talk to and it is okay to speak to him.

The nonverbal cues our friends display when trying to persuade us to do something leads us to either believe what they are telling us or to disagree. Individuals' cultures lead them to understand what is culturally appropriate or not and we learn this through the nonverbal cues of the individuals we surround ourselves with. Chang (2015) found individuals comprehend nonverbal cues by the way that the members of their culture exhibited (Chang, 2015). In a series I enjoyed as a kid there was a Korean family which would not allow their daughter to date or to be friends with girls that dated. The Korean family tried to teach their daughter what was culturally acceptable in their culture through the behavior they demonstrated.

The silence in the conversation can say more about the conversation between individuals than the actual words that are spoken. However, silence is defined differently in different cultures. Sun (2016), conducted a study on Chinese and American students and asked them what silence meant to them and what does it convey to them. The Chinese students defended silence as being verbally and nonverbal and could last anywhere from thirty seconds to one hour (Sun, 2016). American students said silence is no noise at all and that it might last three or less seconds (Sun, 2016).

Empathy is a way of putting yourself into that person's situation and being able to comfort that person. This is a hard feeling that many people have a hard time having the ability to put their self in someone else's situation. Empathy is a form of nonverbal communication. The feeling you get when you are talking to someone who has just lost a love one and you put your arm around them and try to make them feel at ease, that's empathy. The way you put your arm around them, the tone in your voice, and the expression on your face is the nonverbal communication that you are transmitting to the grieving individual to let them know that you are sorry for their loss, without even saying a word. Peterson and Leonhardt (2015) did an

experiment on how individuals were rated after being trained in nonverbal communication, empathy, nonverbal communication and empathy, or a controlled group. The group that was trained in both nonverbal communication and empathy was scored much higher than the individuals that were trained in either nonverbal communication or empathy and the group that was the controlled group scored the lowest. The study by Peterson and Leohardt (2015) demonstrated individuals are able to convey empathy and use their nonverbal communication skills are more affective in communicating.

The way we communicate with our family affects the type of relationship we have with them. We all have different types of ways that we communicate and the distance between you and an individual tells what type of relationship you have with that individual. The closeness you have with your spouse is close and intimate. The relationship you have with your children is close and personal. The relationship you have with friends are social and the distance you show is not as close as it is with your children and spouse. The relationship you exhibit with the public, there is no closeness, you may shake someone's hand, but that is the extent of the closeness. A study by Abbey and Melby (1986) demonstrated when people like each other they tend to move closer to that individual. By moving closer to a person, you close the interpersonal distance, make eye contact, and may even touch the individual that you are drawn to. Until I did this research I never realized how much I touched my husband in some small way throughout the time we spend together. We can be prepping dinner and when I walk by him I tend to run my hand across his back or while watching television I might lean against him.

Smith (2007) did a study on the touch which occurs unconsciously among married couples; the study showed that overall women provide more touches in the relationship. There

were several different touches demonstrated in all situations revealed that the wives tended to provide the first touch.

The type of relationship we have with our children is largely due to the nonverbal communication cues that you give to your children from infancy throughout their lives. Colegrove and Havighurst (2017) conducted a study which found the attachment between a child and their parent is formed very early in their lives (Colegrove et al, 2017). Think of when your child was a baby; every time that you responded to your child, you were telling the child that it's okay through your nonverbal communication by picking him up and rocking him to sleep. We start this early bond with our child when they are infants and continue to nonverbally tell our children what is right and wrong through our actions. We find it hard not to run to the baby when it is crying, but by not running to your child you are teaching him it is okay to be independent sometimes.

Nonverbal communication is in everything that we do. It is shown when we are sitting at a desk in school by the posture that we have, the expression on our face, and the way that we make eye contact when the instructor is speaking. We show nonverbal communication by the way we interact with our friends, by talking in a higher pitch when something is funny, smiling or frowning when they are telling you something, or even by the way that we console them by showing empathy. Our family experiences the most of our nonverbal behavior by the way that we walk when we come into the room, the pitch in our voices when we speak to them, and through the way we touch another individual.

Recommendations

Nonverbal communication is a part of our ever day lives. By being aware of what your body is telling someone takes practice, but you can learn how to be aware of it. Think about how

many times you have met someone that you thought you made a real connection with only to never see or hear from that person again. Due to the type of communication we send to the receiver consciously or unconsciously tell a person how we really feel. It is not just what is verbally spoken, but the nonverbal cues, such as, our movements, gestures, and expressions. The reason that it is good to be aware of your nonverbal communication is to help you be aware of the type of nonverbal cues you are giving to all of the people of your life.

Our greatest form of communication is through nonverbal communication and multiply studies have shown that the reason we tend to have altercations in our lives is due to the type of nonverbal cues that we emit as well as the nonverbal cues you are receiving. Nonverbal communication affects us in our religion, work environment, social interactions, and in our personal lives. It is helpful to learn to make a conscious effort to be aware of our nonverbal communication cues that we use and the people around us use.

Making a conscious effort to be aware of our nonverbal communication cues is through learning what the basic forms of nonverbal communication is. Nonverbal communication is approximately fifty-five percent of the form of communication we use to convey are feelings and thirty-eight percent is in the vocal characteristics and only seven percent being the actual spoken words. Some nonverbal communication cues are expressions made by your face, gestures, the type of posture, and the vocal characteristics of someone's voice through tone or pitch.

Someone who disagrees with what you are communicating will increase the physical distance between you and him, they may put their arms crossed in front of their body, and most likely have little to no eye contact with you. Someone who is completely open-minded with what you are communicating will move closer to you, maintain eye contact, and nod while you are speaking. Sometimes it can be hard to understand why something didn't go as planned when you

thought you had the full agreement of the party, but by learning the different nonverbal communication cues an individual is exhibiting you can learn what they are thinking about the situation.

When someone becomes better at recognizing nonverbal communication behaviors they can apply it to their everyday lives. At church, you will start to read other people's body language and understand what they are going through. Someone that comes in late and sits with their head down or keeps glancing all around the room might not really want to be there, but was forced or felt like they needed to attend out of obligation. After being a part of a religious community for a while you start to notice that it is the same family that volunteers to take part in everything going on in the church. By that family continuous volunteering they may be reaching out for attention or acknowledgement. Somethings there is the family that comes to church when they can and never volunteers, people may think that they are not as faithful as other, but in reality, that family may be just as faithful, but something stops them from being able to attend every week.

In the work environment, it is increasingly important to have strong communication skills and be able to interpret what is being said without it being spoken. There might be an individual on the production line beside you that is not feeling well, but he doesn't complain and goes on with his work. However, it could become potentially dangerous if an individual was to suddenly pass out dropping to the floor hitting his head or dropping dangerous liquids on your or his self. If you become more aware of individuals nonverbal behaviors then you would notice they person standing beside you is not acting like his normal self, he isn't humming or being active.

In your relationship with your friends and peers you will start to notice sooner when something is not right in the current situation. An individual who is usually outgoing and friendly

suddenly becomes less likely to go anywhere and no longer wants to be a part of the crowd, could be suffering from depression or something happened to make them stay to their self. It is important to be able to read your friends nonverbal communication behaviors because most of the time they will not tell you if they need help if they are suffering from depression or bullying. If you are more aware you will be able to spot the signs that something is not right and you can try to get the individual the help that they need.

Knowing nonverbal communication cues can help you lead a more rewarding life with your family and spouse. From an early age, your children learn to read your nonverbal communication cues and know not to test you when you are acting a certain way. If you are more aware, then you will be able to tell when your children start to act differently. If you are more aware you will be able to notice when your love one is starting to pull away from you or someone else due to the way they begin to act. Smith performed a study which studied the power of touch. In almost all cases the women in the relationship made more touched during the study than the men in the study. What this tell us is that men are naturally in touch with their emotion and the women feel the need to touch their spouse to let them know they are there if they are needed. Nonverbal communication skills are highly important to know and can benefit an individual through awareness and understanding of what another individual is communicating without using our words. It is important to remember that most of the time people will not verbally say what they are feeling, but will almost always convey their true feelings.

Conclusion

Communication is the way we communicate with the world around us. Communication is broken up into two types of communication: verbal communication and nonverbal communication. Verbal communication is what is verbally spoken and only accounts for seven

percent of communication. Nonverbal communication is the way we express our feelings through actions, such as, facial gestures, touch, personal space, and the vocal characteristics of our voice. Our facial expressions convey to the individuals we are communicating with what are feelings are and often it is unconscious. The pitch in our voice conveys to the individual we might be scared or excited that something is happening. Everything we do or say can be interpreted by the receiver of our message and can leave a lasting effect on who we are. Nonverbal communication plays a vital role in defining who we are and if we are more aware of this form of communication we can see how it impacts and effects the people around us.

When we take a look at religion we do not tend to think nonverbal communication plays a role on the religious communities that we become a part of. However, we choose to be a part of religious communities who have the same types of beliefs as we do and have the same type of mannerisms, faith, and traditions (Nairn et al, 2015). The religious leader is someone we watch very closely and follow by an example. In a study performed by Nairn et al (2015), it was found the nonverbal cues our religious leader conveys to the congregation the stronger and more credible the leader is to the group. Usually the leader of our church is seen as being credible, by showing his knowledge and showing it through his everyday practices. In the study by Nairn et al (2015) it was found individuals within a religious community when practicing their faith, it was shown through the nonverbal characteristics the individuals exhibited.

Nonverbal communication can make an impact on you in everything you do. Have you ever wondered why one coworker seems to get on your nerves without having to verbally communicate with you? In the workplace, it is a melting pot of several different cultures all thrown into one environment and communication can become a barrier. One of the most common reasons for there to be altercations at work is because of communication error. Whether it is

because someone communicates something incorrectly or through their actions it seems to be much worse than what it is. I once had a supervisor where everything that she said seemed harsh and uncaring, so when she would give directions to do something it would seem like the directions were being given to you in an ultimatum type way. Several of my coworkers disliked her but I understood it wasn't meant in that way, but because of the tone in her voice and straight eye contact she was perceived as being hard to work for.

Gut et al (2017) conducted a survey which uncovered people within an organization enjoy meeting people from other cultures, but disliked the amount of stress that it caused in the workplace due to the communication barrier (Gut et al, 2017). The reason other cultures tend to have a harder time adjusting to one another is because not all gestures are universal. For example, some cultures do not allow for any touch, but in places such as Peru it is custom for you to touch when you are communicating with someone. In Japan it is customary to end a business deal with a bow and a hand shake with both hands and maintain eye contact. Simple movements of the head is not the same universally, such as, shaking your head up and down to indicate to the person yes.

Think about the last time you were at the physician's office. Was it the actual place that made you feel uncomfortable or how the individuals working there acted toward you? The first contact you make is with the receptionist is shoving papers in your direction to go fill out and takes your money. She then tells you to have a seat until your name is called, which could be anywhere from a few minutes to hours. Then you make contact with the nurse and you are told to take your jacket off and get on the scale and she goes over what you already put on the paperwork initially for symptoms. And after another long wait you are diagnosed quickly and sent on your way.

Abercrombie (1972) conducted a study finding individuals feel overwhelmed by the amount of nonverbal cues that they encounter in the physician's office. People in the study talk about the lack of eye contact the physician has with the patient how it made them feel insignificant. The patients feel a sense of anxiety and do not easily recall what the physician told them to do because of the lack of empathy that is shown. Patients who have longer speaking times, their speaking is not interrupted, and have a physician focused on what they are saying tend to feel that their physician is listening to them (Riggio et al, 2015). It is now a requirement for all physicians to pass a clinical skills examination on bedside manners. It was made a requirement in 2004 by the United States Medical Licensing Examination (Riggio et al, 2005). The physicians are taught to speak clearly, show empathy, and not to use over complicated medical terms when communicating with their patients. Trauma teams are taught to be effective communicators in high stress situations to effectively treat the patients. A study found the more effective the communication was between the members of the team the easier it was to change from task to task (Hargestam, 2015).

All work environments need effective communication throughout their environment, but it becomes especially important when you can understand and evaluate the nonverbal communication cues from individuals. Being a police officer is not an easy job and you are continuously surrounded by people who do not have the best intent. If an officer can become an effective communicator and learn to control his nonverbal cues while reading their suspects nonverbal cues, they can have not only an effective experience, but a safer work experience. For example, if the suspect is continuously jumping around and raising their voice. It tells the officer this individual is agitated and could become dangerous. A study by Otu (2015) found officers should try to maintain close physical proximity, voice control, eye contact, and at all times

maintain a professional experience to remain effective at sending their nonverbal cues to the individual that they are interrogating (Otu, 2015).

Nonverbal communication is also vital in the education environment. In the study conducted by Morgan and King (2012) found groups can and do unconsciously send encouragement or dislike to the speakers of the classes (Morgan et al, 2012). Leaders of the classroom received positive feedback to groups tended to enjoy leading the group and would do it again, but individuals that received negative feedback disliked the experience and did not wish to try it again (Morgan et al, 2012). The students tended to give a more positive feedback when they felt the individual was credible and interesting.

The nonverbal communication cues that you transmit to other individuals are highly important and can leaving lasting effects on the relationship. The type of nonverbal cues you transmit follows you through your whole working experience. During the interview, a lot of information was received by the types of nonverbal cues that you exhibited during the interview. In an experiment by Frauendorfer et al (2014) it was discovered individuals who gave positive nonverbal cues during the interview were more likely to be called back for a second interview and eventually hired (Frauendorfer et al, 2014).

Individuals have different needs, beliefs, values, and attitudes and due to the differences in each individual it leads to a message to being misunderstood and effective communication to be lost (Mehrabi et al, 2010). Once an individual can become familiar with the needs, beliefs, values, and attitudes of the individuals who they work with they can better understand the nonverbal communication which is taking place within their working environment (Mehrabi et al, 2010). Nonverbal communication even effects the type of relationship that you have with your manager; a manager that is friendly, smiles, and out in the working environment with their

employees conveys to employees they are approachable and that they are genuine at working and understanding what their employees are going through. People are creatures of habit and they tend to keep individuals around them that they feel comfortable with and individuals they do not have a comfortable rapport with away from them.

Nonverbal communication affects the friends and peers who you have in your life. Nonverbal communication cues are responsible for the way we persuade our friends to do something they may have not done otherwise. In a study by Andrea et al (2011) found for an individual to be a good persuader they should appear trustworthy, credible, confident, and not be threatening (Andrea et al, 2011). The nonverbal communication cues you have been experiencing from others within your community have been affecting the cultural norms within the society (Chang, 2015). For example, if an individual within a community has a tendency not to be out and about after certain hours of the night it encourages others within the community that it is unacceptable behavior.

Silence is a very important nonverbal communication cue. Sun (2016) found individuals experience silence in different ways, but it tells a lot about the situation. For example, if an individual is silent during a conversation it can mean they do not find any interest in what is being said or they do not agree with what is being said (Sun, 2016). In other countries, someone who is silent during a conversation could be processing what is being communicated and it is a sign of sophistication, conflict avoiding, and having good manners in other cultures (Sun, 2016). While some individuals are silent are seen as being awkward, anxious, or nervous in other cultures (Sun, 2016).

Nonverbal communication can affect the relationship you have with your family members. Individuals that are warm, friendly, and speak in a low tone tend to be preserved as

being fun, caring, and easy to get along with. Women usually convey more touching in a relationship to show they are thinking about you and that they care. Individuals who are embarrassed may avoid eye contact and have very little to say. While people who are very talkative and caring transfer feelings of the individual as being friendly and outgoing.

Nonverbal communication cues are interpreted differently between men and women. Men tend to interpret touching and eye contact as their being more between the couple, while women may interpret these signs as being in a good relationship (Abbey et al, 1986). The nonverbal cues that are transmitted consciously and unconsciously in a relationship contribute to the feelings the individuals have. If there are strong communication skills between the couple the couple will be more likely to have a rewarding relationship. Smith (2007) conducted a study on married couples and found touch plays an essential role in the outcome of the relationship. In the study by Smith (2007) it was discovered women made most of the initial touches in a relationship (Smith, 2007). Nonverbal communication cues can also dictate who the submissive individual is within a relationship and who is more dominant. For example, if the wife does not speak unless she is spoken to it could show that she is the submissive and allows for her husband to speak for her.

Nonverbal cues are the way we communicate with our children what we are feeling and wanting from them. When children are very young they cannot verbally communicate with their parents and their parents must learn to read the nonverbal cues they are sending in order to meet their needs. For example, a baby is crying may not feel wow or may be hungry and I have heard from parents they can tell the difference in the pitch and overall sound of the crying to distinguish whether or not the child is hungry or feeling ill.

Nonverbal behavior is in everything that we do and fail to do. Individuals who become effective communicators learn how to read and interpret the nonverbal communication cues are being exhibited by the individuals that they are around. They have a clear understanding not every individual is a like and that everyone has different sets of beliefs, values, and attitudes which make up who they are, so what is normal for one individual will not be normal for another individual. Nonverbal communication is a vital way of understanding and helping an individual to understand what an individual is feeling whether it is conscious or unconscious.

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