

# GLIMPSES IN LANGUAGE AND LITERATURE

**Chief Editor**

Mr. K.B. Giri

Dr. S.V. Kshirsagar

Dr. S.B. Donge

Dr. S.U. Kalme

## **Glimpses in Language and Literature**

### **Chief Editor**

Mr. Kailas B. Giri  
Dr. Sanjiv V. Kshirsagar  
Dr. Satish B. Donge  
Dr. Sachin U. Kalme

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## **NON-VERBAL COMMUNICATION AS AN INTEGRAL ASPECT OF PERSONALITY**

**Dr. Sanjay N. Kadam**

HoD, Department of English  
S.S.J.E.S' A. C & S. College,  
Gangakhed. Dist. Parbhani  
E-Mail- [snkadam69@gmail.com](mailto:snkadam69@gmail.com)

**Dr. Tukaram Bobade**

HoD, Department of English  
P.A. H. College Ranisawargon  
Dist. Parbhani  
Email: [bobadet0110@yahoo.com](mailto:bobadet0110@yahoo.com)

Man is a social animal. A person can't live alone without society. For the meaningful life it is needful for a person to have a family and live in the group. This has been going on since ancient time. Interaction with others becomes necessary while living in the community. Communication is the inevitable part of human life. There are many needs of human being including the basic needs of food, clothes and shelter. Human beings have various social needs. For the fulfillment of these needs communication becomes an inevitable part of human life. Communication is very important as people spend about 75 % of their waking hours communicating with others. Communication is a process of sharing information, ideas, concepts, and messages between two or more persons. "Communication is the basis of participative and democratic pattern of management." (Gautam 30) It is a two way process. There are various mediums of communication. There is no limit to the number of media used for communication. Language has made able to human being to interact with the environment and to regulate their social behavior. Normally the media commonly used for the purpose of the communication includes spoken communication, written communication or non- verbal communication. Use of words is an integral part of spoken and written communication. Non-verbal communication is an integral part of human life.

Non-verbal communication refers to all stimuli other than spoken or written words. It includes body motion, characteristics of appearance and voice, and uses of space and distancing. All these are known as body language together. About 65 % of total communication of a person takes place non-verbally and 35% of the message is carried verbally. Non-verbal communication is done by understanding and sending non-verbal signals. Failing to act or remaining silent is also a way of communication, but the only difference is that the expected results will not be taken place. Actions do not always take place so parallel to spoken words. Thoughts, ideas, emotions and feelings are shared by people with expressions and movements. Even environmental factors can be taken as non-verbal communication. Communications without words are mostly true and are not faked. Verbal and non-verbal communications occur simultaneously. It is said that,

**Whether you're aware of it or not, when you interact with others, you're continuously giving and receiving wordless signals. All of your nonverbal behaviors—the gestures you make, your posture, your tone of voice, how much eye contact you make—send strong messages. They can put people at ease, build trust, and draw others towards you, or they can offend, confuse, and undermine what you're trying to convey. These messages don't stop when you stop speaking either. Even when you're silent, you're still communicating nonverbally.**

(<https://www.helpguide.org>)

People interpret messages according to person's reaction, listening, looks, etc. at the time of communicating. When verbal and non-verbal signals do not match, it creates misunderstandings and confusion. Non-verbal communication is more effective than verbal communication.

Non-verbal communication is used for showing emotions like happiness, anger, sadness, interest, curiosity, hurt, annoyance, anxiety, embarrassment,

pleasure, hope, etc. People show these emotions unconsciously most of the times. They express their empathy through non-verbal communication too. People do not unconsciously fake non-verbal communication but only sometimes do it deliberately. When a person communicates, he must compliment what he says with gestures and body language. He should also work to notice the non-verbal signals of the people with whom interaction is taking place. Interpretation of non-verbal signals is not very easy at all times as it differs from person to person and culture to culture as well as non-verbal communication does not have fixed meanings and is different according to contexts. But the proper noticing and interpreting of the non-verbal communication gives a person an advantage over the other person. We learn to do it since childhood and we try to interpret consciously when we need it. Misinterpretations can destroy relationships and creates problems.

Non-verbal communication makes work in offices better. It can also help in interviews and businesses. Many other professions like teachers, journalists, lawyers, doctors, etc. need to communicate in regular basis. If non-verbal communication is not up to the mark, and then the work of a person will suffer. For example, eye contact in interviews and meetings show confidence and interest. It can also show over confidence and it also shows trustworthiness and accuracy of intentions. It is stated that,

**Communication helps implementers to understand behaviour at work of the subordinates. Communication as a continuous process, helps both the parties to exchange their views about various activities to be undertaken in the organization. Policies of the organization can be converted into actions effectively by adopting proper channel of communication to suit working environment. (Kadvekar 03)**

Non-verbal communication increases understanding of messages. When verbal and non-verbal communications is similar, it establishes better

perspective on the message being sent. The sender of message as well as receiver gets what is the intended meaning of the message and can act accordingly. Process of sending and receiving of message is successful and gets desired results. Non-verbal signs are important as they put more emphasis and reinforcement to the things being said. Body language of a person supports his words with positive impact and the possibility of the result of the communication will increase. If body language is different from the words used by a person, then the only words won't work. Contradiction in verbal and non-verbal communication is also sometimes important to know emotions of the people involved. Non-verbal elements can act as a way to emphasize certain points in a conversation. Therefore, non-verbal communication is more important than verbal communication in many situations. So, its importance is situational and contextual but without it communication is incomplete. Sometimes, non-verbal communication can stand alone and gives out important messages. The importance of non-verbal communication can be stated as,

**Nonverbal communication is important because it gives us valuable information about a situation including how a person might be feeling, how someone receives information and how to approach a person or group of people. Paying attention to and developing the ability to read nonverbal communications is an invaluable skill you can leverage at every stage of your career. (<https://www.indeed.com> )**

The elements of non-verbal communication are personal appearance, posture, gestures, facial expressions, eye contact, and space and distancing. Personal appearance is the way a person is dressed, the make-up she/he puts on and the hairstyle maintained. A person has to remember that unless you wear a smile you are never fully dressed. An element of posture refers to the way one stands, sits or walks. The movement of the hands and legs and other

parts of the body reveal person's personality. The people will be to realize whether one is arrogant or diffident or confident or careless. One needs to be relaxed always with the guiding principle of 'be relaxed but alert'. Shifts in the posture have to be cultivated. A person should learn proper ways of gesture with one's hands and how to shift the weight of the body on the legs while speaking. Gesture is the movement that one makes with hands, head, and face to show a particular meaning like 'yes' or 'no', 'keep sitting', 'be silent', etc. A person should remember that all oral communications are accompanied by gestures such as shrugging of the shoulders, movement of the head, eyebrows, lips, eyes, etc. Practicing before mirror, seeking guidance from friends and colleagues who are effective in communication would be useful to learn and make appropriate gestures.

Various facial expressions such as a smile of friendliness, a frown of discontent, raising eyebrow to express disbelief, or tightening the jaw muscles for antagonism will be additional meaning to verbal communication. A wooden expression on the face may prejudice the listeners while brightness in the eyes may keep their interest sustained. Use of facial expressions adds effectiveness to what is being spoken. Eye contact is the most important aspect of body language. It is a way to get the feedback to the speaker and to keep the listener's attention. A good speaker looks at all different sections of his audience, and not on the ground, the ceiling or the door. A person's level of confidence can be judged on the basis of eye contact with the audience. The elements of space and distancing play an important role in the personality of a person. In a social communication, a zone ranging from 4-12 feet is maintained as a personal territory around the speaker called as social distancing or space distancing. In a larger group or in public speaking, it may be much greater ranging from 12-30 feet, depending upon many other considerations. An important non-verbal



medium, which is linked to the tone, is called as modulation. If tone refers to sound with reference to pitch, quality and strength of the voice and variation of the voice and variation of the voice to express emotion, modulation is the way in which a speaker varies his tone or pitch while speaking. Tone and modulation of voice reveal the attitude and cultural attainments of a speaker.

While communicating with others a person has to maintain his body language properly to convey the intended message. A person should realize the importance of body language in the presentation of the personality. There should be the proper use of all the elements of body language according to the need of situation. A systematic study has been made to analyze non-verbal communication, which is called as Kinesics. The communication will be regarded complete only when there is the use of body language with the words. The visible code of non-verbal communication is an important aspect of the personality of a person

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