

NONVERBAL CUES AS A PART OF COMMUNICATION PROCESS (CASE STUDY INTERCULTURAL INTERACTION)

Sliva M.E.

Krasnoyarsk state agrarian university, Krasnoyarsk, Russia

This article is devoted to nonverbal cues which are an essential part of intercultural interaction, they help get better understanding of «their» culture that facilitates foreign language communication.

Key words: *nonverbal cues, «their» culture, teaching foreign languages, communication process, intercultural interaction.*

НЕВЕРБАЛЬНЫЕ СРЕДСТВА ПЕРЕДАЧИ ИНФОРМАЦИИ КАК ЧАСТЬ ПРОЦЕССА КОММУНИКАЦИИ В РАМКАХ МЕЖКУЛЬТУРНОГО ВЗАИМОДЕЙСТВИЯ

Слива М.Е.

Красноярский государственный аграрный университет, Красноярск, Россия

Данная статья посвящена невербальным средствам передачи информации, которые являются неотъемлемой частью межкультурного взаимодействия, способствуют обогащению представления о «чужой» культуре, культуре изучаемого языка, что помогает улучшить процесс коммуникации на иностранном языке.

Ключевые слова: *невербальные средства передачи информации, обучение иностранным языкам, «чужая» культура, процесс коммуникации, межкультурное взаимодействие.*

“Nonverbal communication forms a social language that is in many ways richer and more fundamental than our words”.

Leonard Mlodinow

The various people’s facial and vocal expressions of thoughts and emotions, as well as their body language attract the interest of different scientists and specialists such as psychologists, philologists, lawyers, advertising experts, military men and culture experts since these nonverbal cues convey additional information and act as a very important part in human’s social interaction. Nonverbal communication represents two-thirds of all communication. It strengthens a first impression in common situations like attracting a partner or in a business interview

Nonverbal cues, nonverbal communication or nonverbal behavior, have been studied for a long time but there are still a lot of questions to answer. The urgency of nonverbal research is based on the following: the growth of cross-cultural and

interpersonal contacts and the necessity to encode and decode nonverbal cues minding the psychological and cultural differences.

The aim of this work is to reveal that nonverbal means of conveying information are an integral part of human interaction and they facilitate understanding of verbal utterances within the communication process, sometimes they are additional sources of information, and in some cases nonverbal cues can completely substitute the words.

To achieve this goal requires the following tasks:

1. To define what the term "Nonverbal communication (nonverbal cues)" means;
2. To describe nonverbal cues in different cultures.

In spite of the long history of nonverbal studies the basic research has been undertaken since the latter half of the twentieth century. Today we can say that nowadays we have a new kind of specialists – nonverbal experts whose knowledge is valid for many spheres.

What is nonverbal communication? There are several definitions of this term but the main idea is that nonverbal communication is “the process of sending and receiving messages without using words [5]”. In other words it is your skill to decode the information which is given without verbal speaking.

There is a number of nonverbal cues classifications which are represented by scientists of various spheres [1; 2]. You know that verbal languages of various nations may be very different and nonverbal cues may also be very different [3, 17]. If there is a gesture which is widely known and has for example a positive meaning in one culture, it does not mean that this very gesture exists in other culture or if exists, has a positive or neutral meaning.

You know, for example in Russia there are a lot of nonverbal cues that are believed to be decoded as bad signs such as a black cat, a broken mirror, spilled salt, a bird knocking at your window. In order to avoid all the troubles there are other nonverbal gestures, for instance, knocking on wood. In Great Britain people in such cases prefer touching wood. A black cat in this country is a sign of good luck. Also it is a good idea to catch falling leaves in autumn because it is believed that a person will have good luck. All these gestures may be classified as superstitious beliefs but there is also another group of nonverbal cues which may cause some difficulties in the process of communication. In our article we will call them casual nonverbal cues. These nonverbal cues are not only body, head or eyes movements, they are the codes which are understood by the representatives of one culture and should be decoded by the representatives of the second one. They are commonly used in everyday life and concerned all its spheres. The gesture which is often called “air quotes” or “finger quotes” is very common in Great Britain. A person makes quotation marks with his or her index and middle fingers flexed in the air to show his or her sarcasm. The next gesture which is rather popular in the USA is the ILY. The ILY is “a sign from American Sign Language which, as a gesture, has moved into the mainstream. Seen primarily in the United States and other Americanized countries, the sign originated among deaf schoolchildren using American Sign Language to create a sign from a combination of the signs for the letters I, L and Y (I Love You).

The sign is an informal expression of any of several positive feelings, ranging from general esteem to love, for the recipient of the sign. A similar-looking but unrelated variation (thumb toward the palm rather than thumb extended) appears in heavy metal music culture as a "devil's horns" hand-sign [6].

Also there are nonverbal cues which are not taken as nonverbal ones by many people, for example food. But it may convey a lot of information. When a foreigner sees tangerines, Russian salad and sparkling wine in the fridge, he or she sees food, it doesn't convey any information but we in this situation understand that the New Year is soon. This example is very evident, just to show the idea. We can't decode information in many cases just because we don't know nonverbal forms of hospitality, traditional holidays and so on.

Nonverbal communication is quite widely used in everyday life in various social situations: at home, at work, at school, while travelling. Often we do not think that we use nonverbal signals when we smile meeting friends or relatives; keep a distance, when speaking with unfamiliar people; we lower our eyes, if we feel guilty; increase or, conversely, lower the voice, hoping to attract attention. All of the above situations are familiar and common.

The aim of this work was the explanation of the fact that nonverbal cues including eye contact, facial and vocal expressions, body language, distance, touch, clothes, food, smells and so on are an integral part of human interaction, as they convey psychological and cultural messages. Their study is very important because the results can simplify the communication process, especially nowadays when we do observe the increase of cross-cultural contacts.

References

1. Крейдлин Г.Е. Невербальная семиотика: Язык тела и естественный язык. - М.: Новое литературное обозрение, 2004 – 584с.
2. Лабунская В.А. Не язык тела, а язык души! Психология невербального выражения личности. – Ростов н/Д: Феникс, 2009. – 344, [3] с. – (Психологический факультет).
3. Пиз Алан Язык телодвижений. М.: Эксмо - пресс, 2000 – 173с.
4. URL:
<https://www.brainyquote.com/quotes/quotes/l/leonardmlo681331.html>.
5. URL: <https://www.thoughtco.com/what-is-nonverbal-communication-1691351>.
6. URL: https://en.wikipedia.org/wiki/ILY_sign#cite_note-1.