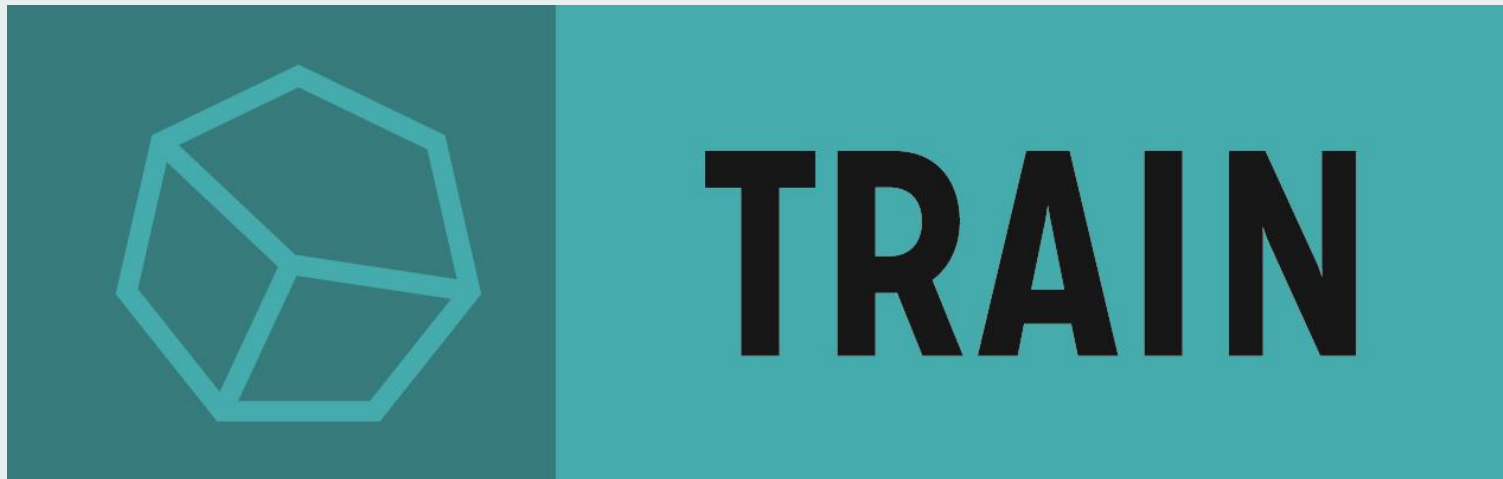


training & research for academic newcomers



A project of the King Baudouin Foundation

Communication and Presentation skills

Hanna Mamzer, Bernd-Friedrich Voigt, Thomas Gebhardt



Structure of the day:

9.00-10.45	Presentations and feedback
10.45-11.00	Coffee Break
11.00-12.00	Nonverbal Communication
12.00-13.45	Lunch Break
13.45-16.30	Cultural differences
16.30-17.00	Feedback and wrap up



Providing constructive feedback

Get to the point

- Be specific
- Be constructive
- Be positive
- Be immediate



Public presentations prepared by participants



Poster session

Why identification of you audience is important?
How would you identify your audience?



Activity: young woman.

Is is the same with body language?



Informative noise

Informative noise



Channel, communicate, code

sender



reciver

context



Non verbal communication

Paul Ekman's 1960s studies of facial expression determined that expressions of anger, disgust, fear, joy, sadness and surprise are universal



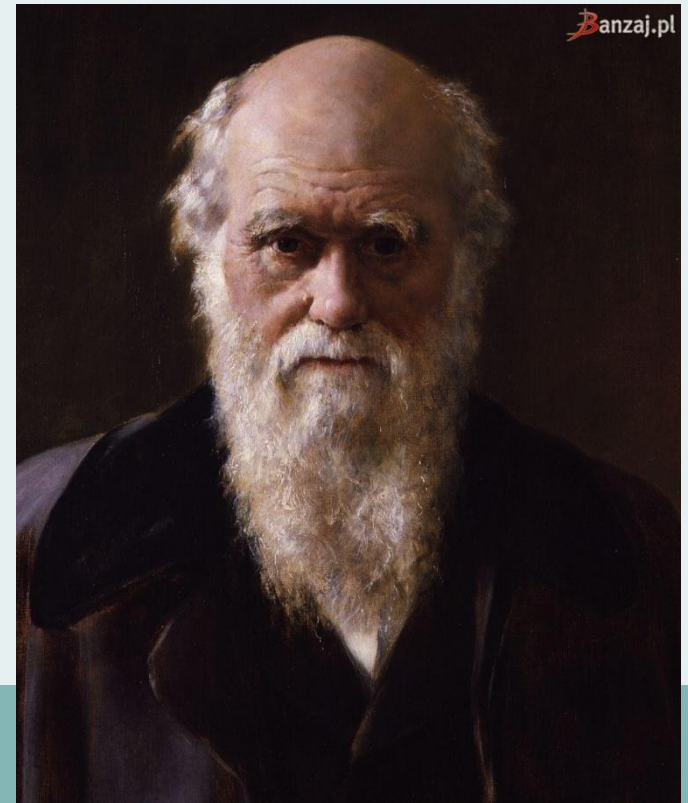
Non verbal communication







The first scientific study of nonverbal communication was Charles Darwin's book *The Expression of the Emotions in Man and Animals* (1872). He argued that all mammals show emotion reliably in their faces.



Interaction of verbal and nonverbal communication

1. Repeating
2. Conflicting
3. Complementing
4. Substituting
5. Regulating
6. Accenting/moderating





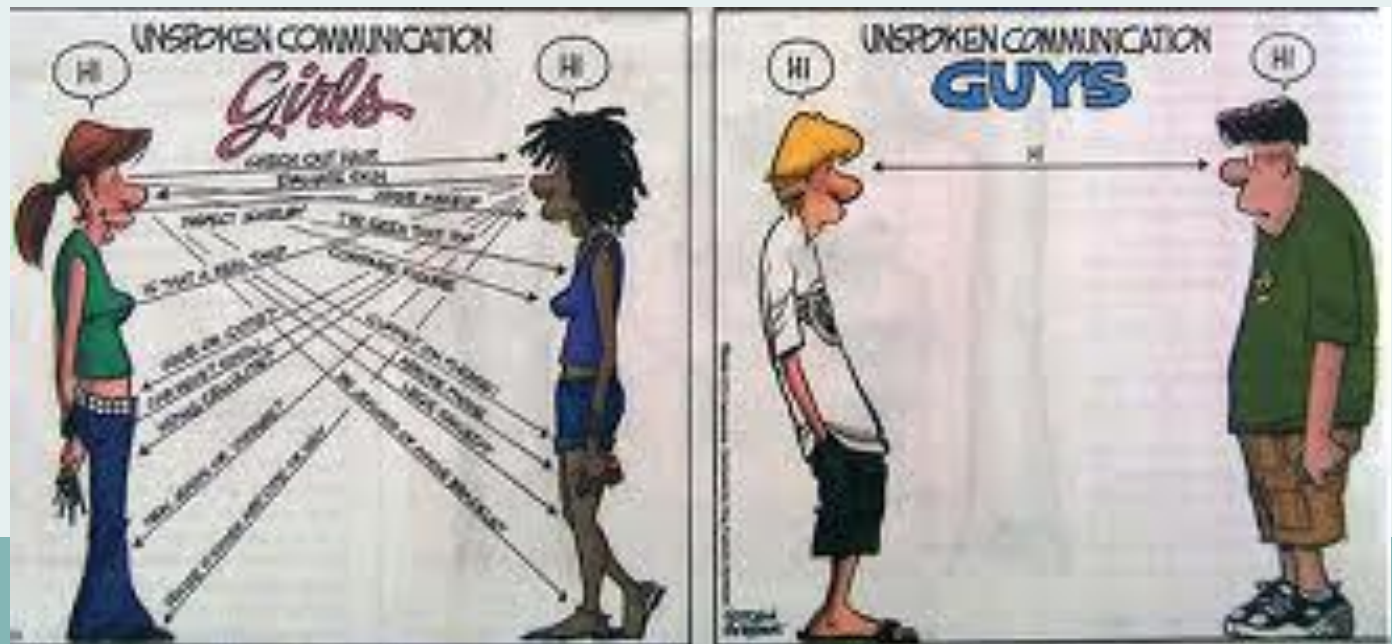


There are 3 sources of information related to your partner in interaction. What about %?

1. Words

2. Paralanguage

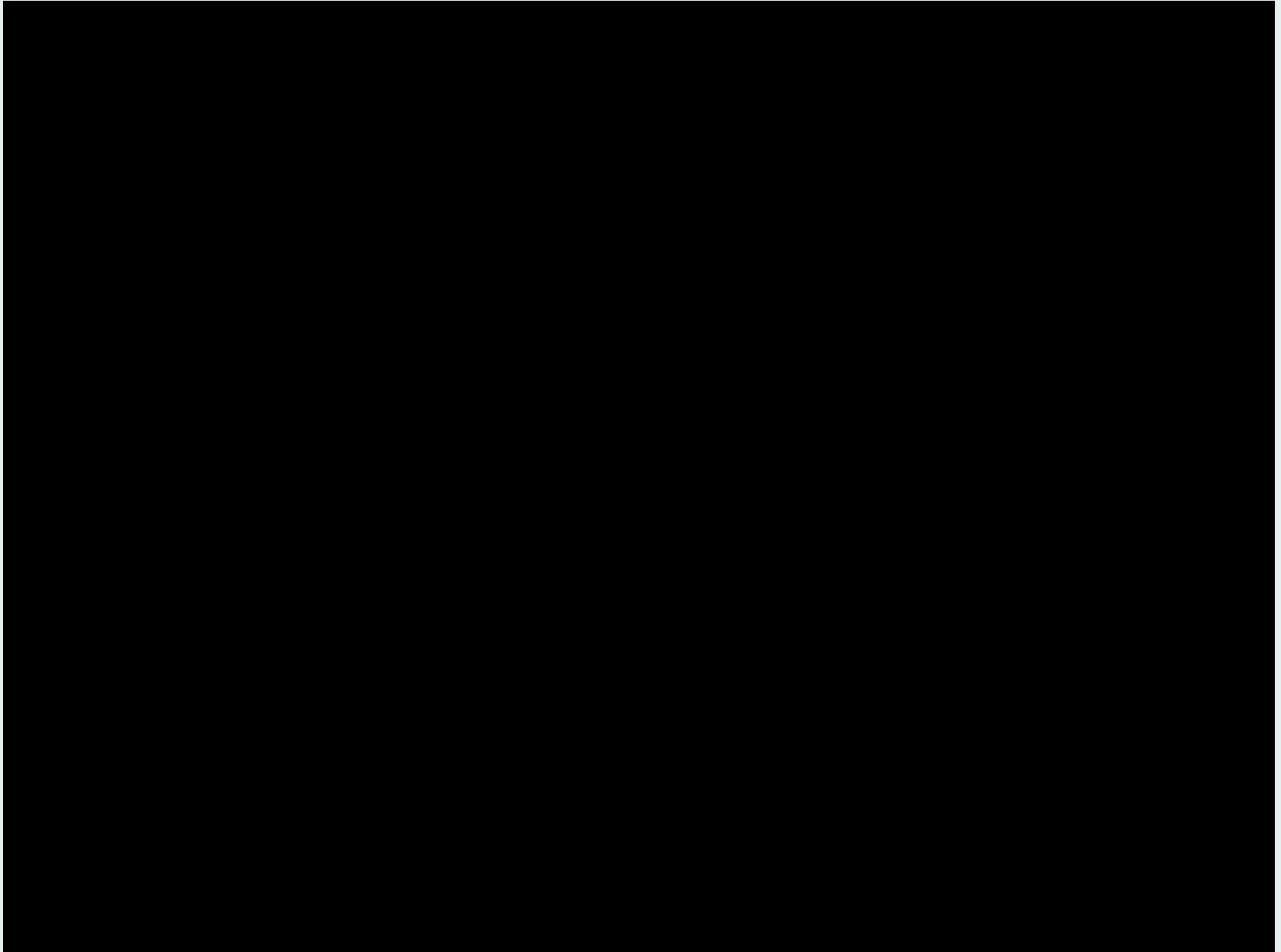
3. Body language



37% paralanguage



55% body language



Nonverbal communication:

- Is more reliable (difficult to control)
- Discrepancy between non-verbal and words
- Expresses emotions
- Culturally shaped
- Genetic elements
- Females are better
- Humans move their bodies when communicating because, it helps "ease the mental effort when communication is difficult."



Eye contact/eye gaze

Gaze comprises the actions of:

- looking while talking
- looking while listening
- amount of gaze
- frequency of glances
- patterns of fixation
- pupil dilation
- blink rate
- 30-60% time



Eye contact/eye gaze

- Up to 10 m average
- initiating, breaking, changes in direction of looking, avoiding
- Not important where you look, but what they think of it
- Avoiding contact when confusing
- Blocked when to close
- Lack of eye contact can indicate negativity
- Consistent can indicate that a person is thinking positively
- Cultural norms about it vary widely



Pupils

- 2-8 mm
- Changing size: smaller light+negative emotions
- Bigger dark+positive emotions



Activity- Portrait

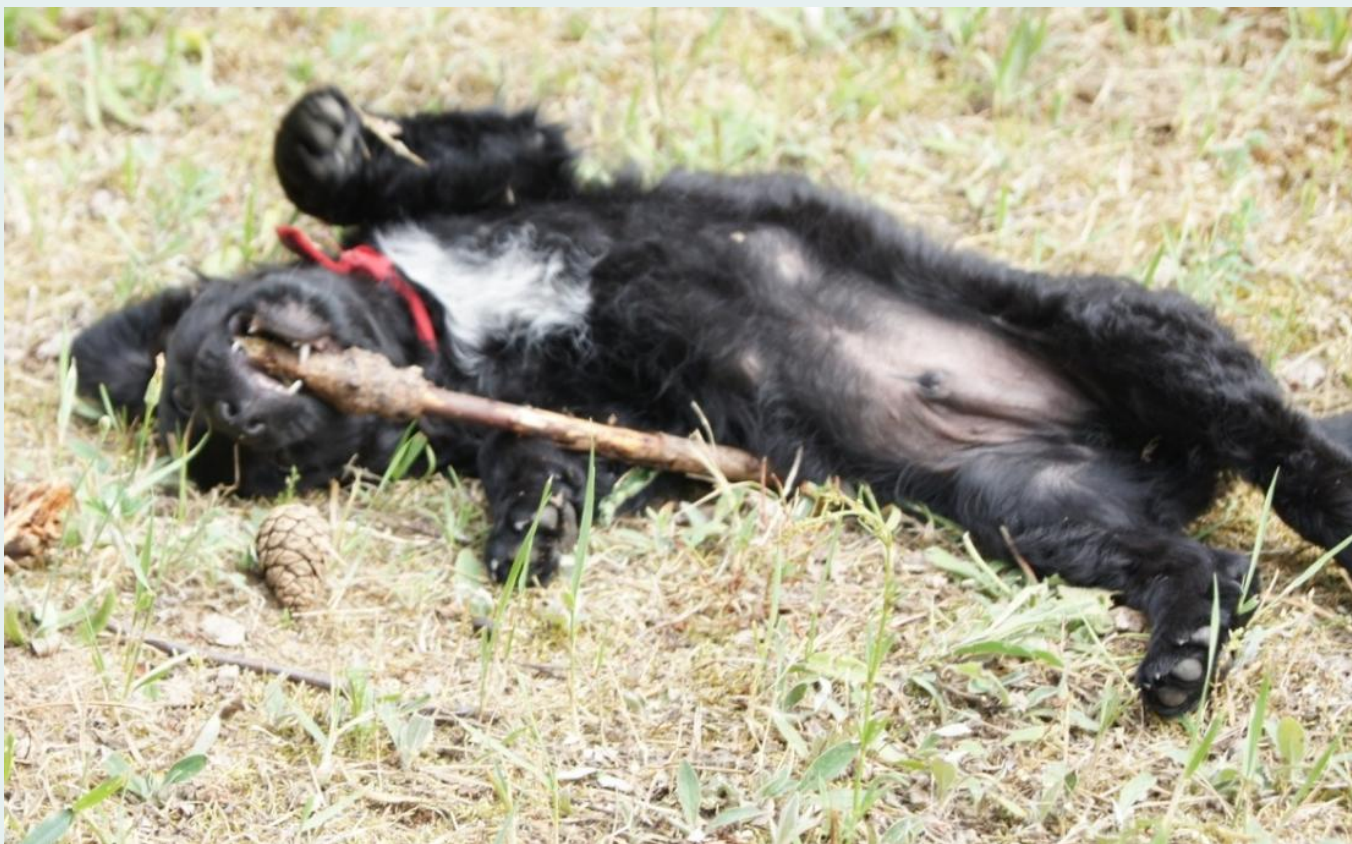


Gestures

- Having more than one meaning
- Opened + closed gestures
- Crossing his or her arms across the chest
- Culture shaped
- Emphasize and illustrate words
- Shaking hands



Open gestures



Don't shake a hand like this



Gestures

Open gestures

Shaking hand

Lower and upper gestures



Cultural differences in gestures



Cultural differences in gestures

V: victory but UK & Australia....

OK: USA (ok.), France (no value), Japan (money=coin),
Brasil, Italy, Turkey (vagina)

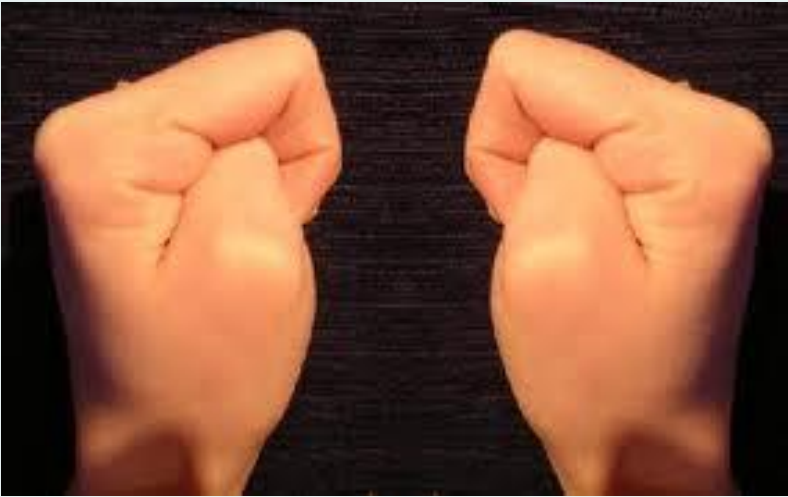
Fingers crossed

Horns: Brasil (luck), Italy (corrunto), African (witchcraft),
Texas USA (univ)

Shaking head



Fingers crossed



Poland



UK



Posture = Kinesics

can be used to determine:

1. participant's degree of attention or involvement
2. difference in status between communicators
3. level of fondness a person has for the other

Muscle tension!

Posture is understood through:

direction of lean

body orientation

arm position

body openness



DOSKONAŁOŚĆ WYKONANIA

JAK PARKER

PARKER
DUOFOLD

Każdy egzemplarz PARKER DUOFOLD Pearl and Black jest wyjątkowy. Delikatny korpus pióra wykończono perłowo-czarną masą inkrustowaną 23-karatowym złotem. Precyzyjnie opracowany i wykonany system dozowania atramentu nadaje lekkość każdemu pociągnięciu pióra. Litery płynnie układają się w słowa, które na długo pozostają na papierze. PARKER DUOFOLD Pearl and Black - jak wszystkie przybory do pisania firmy PARKER - posiada dożywotnią gwarancję.

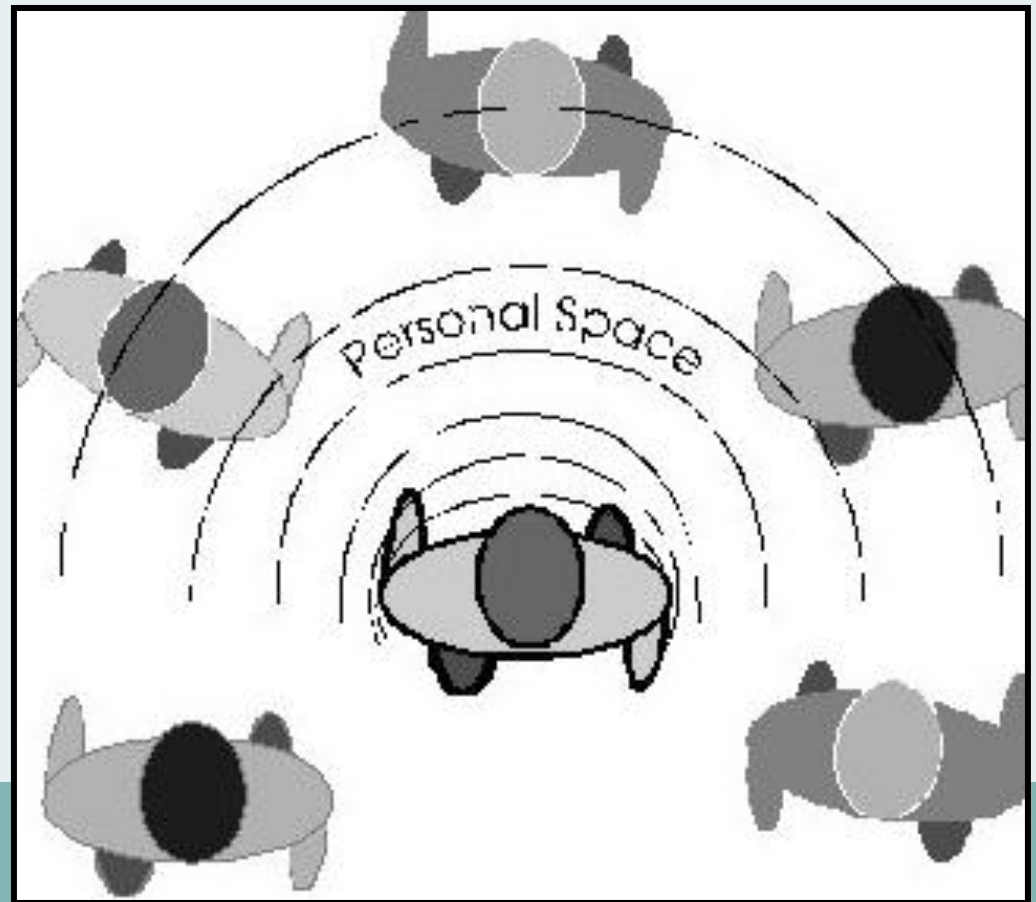
Proxemics by Edward Hall „Silent language”

Public- no eye contact

Social- eye contact possible

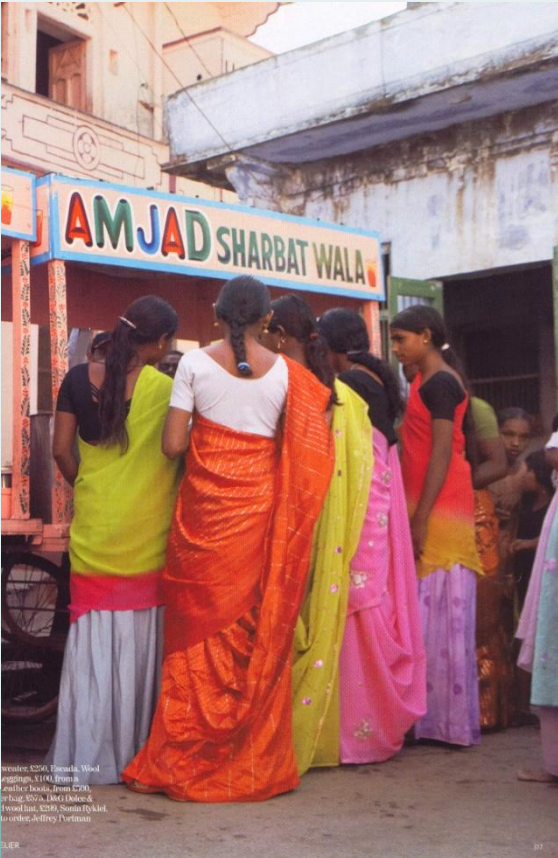
Individual - two stretched arms

Intimate- 20 cm (front)



Non verbal communication:

Distance and iris color



www.istockphoto.com
Photo: Wood
Images, 5100, from a
collection from iStock
photo.com, 1800 (India &
Tamil Nadu, 2018), Sonia Rykiel,
to order, Arney, Vietnam



Individual context/personal space

Shaping space

Objects

Barriers

Openness



Stress control: indicators

Breathing

Muscles' tension

Uncontrolled movements

Avoid very precise movements:
indicators, closing pen. Get to know yourself



Summary of Communication Techniques

- Know your audience and match your message to the audience.
- Respect your audience and suspend judgments.
- Know exactly what you want to achieve.
- Think and organize before you proceed.
- Think about your audience's point of view.
- Be mindful of what your face and body are conveying nonverbally.
- Listen carefully to all responses.
- Be willing to share what you know and hear what you don't know.
- Stay focused on what you want to achieve and don't get distracted.
- Find a way to get your audience to explain what they think you said. Discuss differences until you hear a satisfactory version of the message you wanted to convey.

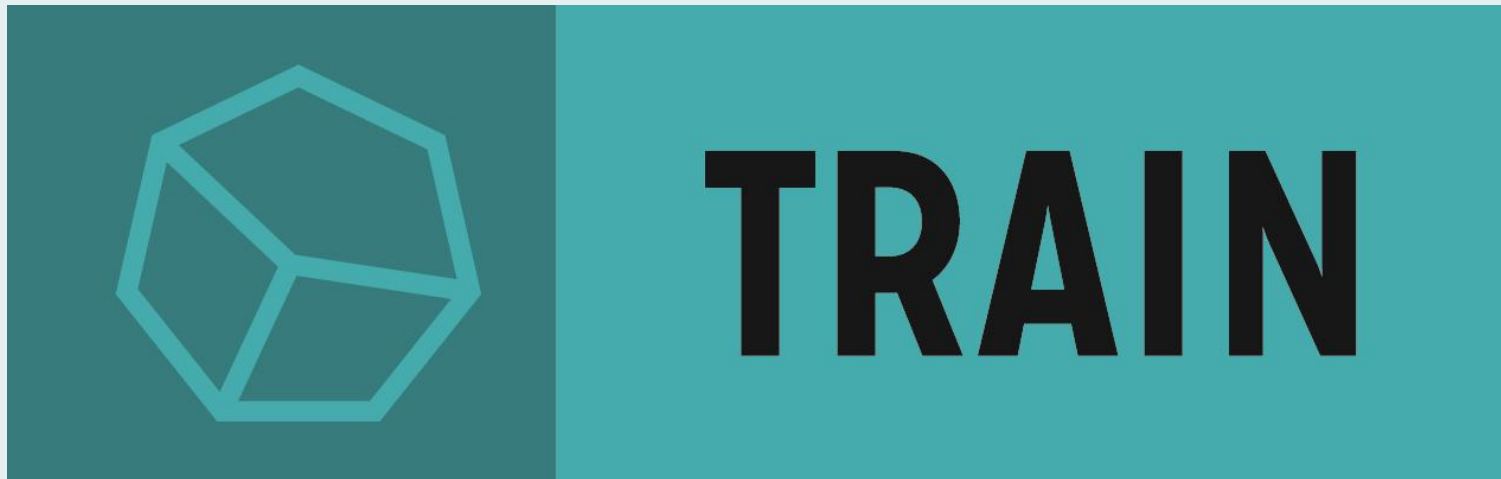


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