

The Role of Nonverbal Effects in the Communication Process

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This article talks about the process of exchanging information between a person using verbal and non-verbal methods in the process of communication. Verbal communication is carried out through words, while non-verbal communication is non-verbal gestures, gestures and body movements and performed through pantomimes. An opinion is expressed about the specific meaning of non-verbal forms of communication.

Introduction. In our republic, preparing young people for the social environment based on a new way of thinking, raising them to be perfect people in accordance with the requirements of the times is one of the urgent and priority tasks of today. The spiritual image and personal integrity of young people are important in the development of the reforms implemented in our republic. Of course, education and interpersonal relationships first occur in the family. Social relations between people are conducted in verbal and non-verbal form. This situation is unique in the East and is determined according to the psychology of each nation. In our developing society, great attention is paid to the issue of bringing up a healthy generation, perfect people. One of the important qualities of a perfect person is the culture of communication. It is difficult to establish a healthy social relationship without an insufficiently formed culture of communication.

Literature. L.S. Vygotsky, A.N. Leontev, A.R. Luria, D.B. According to Elkonin's research, one of the first social needs of a child is the need for communication. In the process of communication, a person exchanges information using verbal and non-verbal methods. Verbal communication is carried out through these words, while non-verbal communication is carried out through non-verbal gestures, gestures and body movements and pantomimes.

Everyone has an innate ability to learn about the people around them and to correctly understand events. Most people use this ability in themselves. And some people do not pay much attention to understanding and learning about people.

The interest in identifying and studying this ability in people appeared several thousand years ago. Nowadays, it has become more relevant. The reason for this is that a person is always interested in understanding himself and knowing the mental state, inner experiences, thoughts and intentions of

the interlocutor in the process of mutual communication. Eastern countries were also interested in this problem. In particular, Shamsiddin Dunasari's treatise "The science of knowing people" contains observations about knowing a person's identity based on the movement of body parts, the color of the face, breathing, voice, and even how he laughs. Among other things, Dunasari writes: "If you know a person's behavior, nature, femininity, appearance, you will begin to understand his good and bad. It will certainly bring great benefits in life, it will protect you from calamities." It should be said that most of the observations and analyzes of Eastern scholars are focused on body movements, body appearance, static position.

American psychologists have conducted special studies on this problem. D. Ekman, Ch, Osgood, J. Fast, Nick Hayes, G. Howell, who made observations in this regard, can be listed. In particular, Julius Fast introduces the non-verbal forms of interpersonal communication and their secrets in his work "Body Language". Studying the interlocutor's gestures, gaze and posture will explain how to treat them in an interesting and simple way.

Also, the Indian researcher Vijaya Kumar, in his book "Body Language", describes his views on mastering body language and emphasizes that any meeting can be turned into research.

Analysis and results. As we mentioned above, the first sparks of communication occur in the family. Until the child's verbal speech develops, they exchange information with their parents through non-verbal communication. Communication through these gestures, laughter, crying, caressing serves as the basis for future verbal communication. Based on our ethnic characteristics, we can say that usually there is a lot of non-verbal communication between fathers and children. It is not difficult to find out the father's opinion from the father's gaze, eye glances, breathing, frowning and other situations. Non-verbal communication that starts in the family is carried out in society at every stage of life. In fact, during everyday life, a person always perceives and feels the various attitudes of the people around him. Accordingly, a person determines his attitude towards the people around him. The problem is that most people do not know how to understand and use their intuition. As a result, they feel cheated from time to time. Most people do not turn out the way we expect them to be. For example, the description of the person being hired may be excellent, but in the process of work it will be known that he is lazy and irresponsible. Such a mistake leads to a waste of money and time in evaluating people.

We can recognize passive-aggressive and lying people by their manner of speaking, facial expressions, and intuitive "signals" we receive from them. For some reason, most of us do not want to believe such signals and pay attention to them. That is probably why we repeat the same mistake again and again in the same situation. According to Lilian Glass, a practical psychologist, every person should listen and trust his feelings and inner voice in the first moments. Unnecessary reasoning, fear, stereotypic thinking and other similar reasons often destroy the right conclusion and decision-making.

Of course, none of us is guaranteed to meet fraudsters and be deceived by them. In fact, it is not so difficult to find out about them. It is not difficult to recognize people of this type by their looks, gestures, facial expressions, tone of voice.

According to Albert Meyeraben, 7% of verbal means (only words), 38% of voice means (soul of voice, including intonation), and 65% of non-verbal means are involved in the process of information delivery. Professor Berdwissl conducted analogical research on the relative share of non-verbal means in human communication. He notes that an average person uses words for only 10-11 minutes a day, and each sentence sounds for an average of 2.5 seconds. Like Meyeraben, he found that less than 35% of the conversation is verbal, and more than 65% is conveyed through non-verbal means.

The ability to understand people is based on the ability to live in harmony with one's feelings. Fear, anger and joy are first born in the brain, the brain controls these feelings and ensures their realization

through speech and facial expression. Human voice, tone of voice, gestures or facial expressions - all these are complex forms of how a person gives information about himself to another person. Many people believe that listening to the inner voice is an inexplicable phenomenon, relying on instincts and premonitions. Intuition is a known neurobiological process, based on the four secrets of communication - perception of speech, voice, body language and facial expressions. The secrets of this enumerated primary communication are "solved" by the brain. Two of them - speech and voice - are perceived through the ears, and the language of facial expressions and body movements is perceived through the eyes. The information given with the help of communication codes is processed in different areas of the brain and emotional reactions are determined by the brain. In this process, all the codes are combined and an image of this or that human personality is formed in the mind. Later, based on the emotional assessment given to his character type, the brain begins to determine whether the character traits of this person are right for us. That's why you can't judge a person based on his appearance alone. Voice gives a lot of important information about a person. This is especially evident when talking on the phone. You can immediately tell the mood of the person talking from his voice. Important information is given through the way of speaking and tone of voice. Many elements of this code are known to many people: the voice range of the person speaking (high or low voice), distinguishing characteristics (plain, sharp, serious), etc. Also, the volume of the voice depends on the speech technique and the effect of the concrete situation.

Analyzing the speech of strangers is of great importance when evaluating strangers. For this, while listening to the interlocutor, it is necessary to pay attention to aspects such as his vocabulary and adherence to grammar rules, the sincerity of the speaker, the extent to which he adheres to good manners, the topic of the conversation. The secret of body language is a unique reflection of a person on paper. While observing a person, it is necessary to pay attention to his body movements - how he walks, behaves, how he holds his head, his personal space, the distance between him and the interlocutor.

As for the secrets of mimicry and facial expressions, each person's face expresses his character, and we can understand what is happening in the heart of a person by looking at his face. In the analysis of people's facial expressions, it is necessary to pay attention to the following indicators: changes in facial expression during a conversation, changes in the color of the face, changes in the eyes, gaze, mouth mimicry, and the skills of listening to the interlocutor. When people are happy, they laugh, when they are sad, they frown, when they are angry, they read. A nod means "yes" or "confirmation" around the world. It seems to be an innate sign, as deaf and blind people also use it.

Shaking the head in denial or disagreement is universal and no wonder it is one of the gestures invented in childhood. After the baby is satisfied with milk, the mother does not want the breast and starts shaking her head from side to side. When a small child is full, he takes his mouth away from the spoon being fed, that is, he turns his head away from his feet. With this, he learns to shake his head to express his displeasure and negative attitude. We observe the reasons for the origin of some gestures in the example of our primitive past. The baring of the teeth is preserved from the state of attacking an enemy, and is used by modern man when he laughs angrily, or expresses his hostility by some other means. Laughter was originally a symbol of menace, but today it expresses joy or goodwill in a set of friendly gestures.

The "shrug" gesture is a good example of a universal gesture that indicates that a person does not know or understand what they are talking about. It's a three-part gesture: raised shoulders and furrowed brows. The non-verbal language of one nation may differ from the non-verbal language of another nation, just as verbal languages differ according to the type of culture.

We laugh, frown, and wink in an attempt to hide the lie, but unfortunately, our body signals the truth, and there is a mismatch between facial and body signals and words. The problem with lying is that our subconscious works involuntarily and independently of us, so our body language exposes us.

People who rarely use lies are instantly recognizable when they do, no matter how convincingly they speak. When they start lying, their body starts sending out the opposite signals, which in turn lets you know they're lying. During deception, our subconscious mind releases a bundle of nervous energy, and it manifests gestures that contradict what the person said. People whose professions are directly related to various forms of fraud are political figures, lawyers, actors, salesmen, and TV presenters have trained (disguised) their body movements to such an extent that it is difficult to detect that they are lying.

Conclusion. In short, knowing and evaluating a person is done through the impressions he left on us and the four secrets of communication. In life, there are people who seek to harm one's success, peace of mind and health. Using the secrets of facial expressions and the language of body movements, a person can learn about the negative emotional impact and attitude in any situation, and respond accordingly. Taking into account the above will help to prevent and get rid of all kinds of inconveniences that may affect human life and psyche.

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