

# THE IMPORTANCE OF NON-VERBAL ELEMENTS IN ENGLISH COMMUNICATION

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**Abstract:** *Non-verbal elements play a crucial role in daily life communication. Communication may be comprehended by both the sound element and signal element. In speaking a language in general and English in specific, we cannot deny the importance of non-verbal elements. This article examines the comprehension of the 3<sup>rd</sup>-year English majored undergraduates at Hung Yen University of Technology and Education of such elements. The result of the study proves that the role and a number of common non-verbal elements, under the view of cognitive aspect, has significant influence on the conveyance of messages from different communication situations in English of the English majored undergraduates in their 3<sup>rd</sup> year at university. The results of the study can be taken as a useful reference for English language learners, speakers and educators as well.*

**Key words:** *Non-verbal elements, cognitive, sound element and signal element.*

## I. Introduction

Working as an instructor of English at Hung Yen University of Technology and Education (hereafter referred to as UTEHY), I am myself continuously concerned almost about how to discover strategies or measures to assist undergraduates succeed in their English communication.

Through pursuing and examining, I have found out that non-verbal elements contribute a vital portion to an effective communication. In reality, learning English in Vietnam universities in general and studying English at UTEHY in particular, such linguistic factors as grammar, the four basic language skills and translation

etc. are often paid more attention to. However, those factors do not always necessarily contribute to a successful communication. Researches have found out that non-verbal elements do have much influence on communication. At that point, I have studied on the off-chance that those elements work for the undergraduates at UTEHY. Hence, I have chosen to carry out a study aiming at investigating how non-verbal elements for communication are perceived regarding their importance and utilized by the 3<sup>rd</sup>-year English-majored undergraduates at UTEHY.

In reality, elements included in non-verbal communication may extend from

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lifeless elements like how individuals keep separate from each other, dressage - what individual wear and pose - whether it is sweet or awful which can decide a participant's level of center or inclusion to invigorate elements like signals - made by hands, arms or body, conjointly incorporate head, confront and eye developments such as winking, gesturing or rolling eyes and facial expressions, the adaptability makes the non-verbal character of the confront, especially compelling and practical, unless there's an purposefulness control.

Furthermore, most of the following feelings, counting delight, pity, outrage, fear, astonish, disturbance, disgrace, torment, and delight, are all inclusive. In any case, realizing the significance of the nearness of those non-verbal elements in communication may be distinctive from societies to societies, which begins from the diverse cognitions of individuals. Subsequently, this study points to explore the diverse non-verbal elements concerning English communication of the English major undergraduates at UTEHY.

## II. LITERATURE REVIEW

### 2.1. *Non-verbal communication reviews*

#### 2.1.1. *Non-verbal communication concepts*

In social science field, non-verbal communication could be an unused and beneficial theme to study. Non-verbal communication and behavior was to begin with examination as a science in 1872 with the distribution of a book entitled 'The Expression of the Feelings in Man and Animals' by Charles Darwin. In this book, Darwin contended that warm blooded animals, counting people and creatures, can express feelings through facial expressions. He recommended that these facial expressions are propensities from

antiquated times, early on as behaviors carrying particular and coordinate capacities in our developmental history.

In spite of the fact that non-verbal communication has been known since the 1800s, the rise of behavioral relativity in 1920 provoked intense studies about ability in non-verbal communication slowed down. The study of non-verbal communication got to be unstable within the mid-1960s with an expansive number of analysts. For case, Argyle and Dignitary, they have examined the relationship between eye contact and separate in discussion.

#### 2.1.2. *Types of non-verbal communication*

The primary type is dressage which is one of the foremost common shapes of non-verbal communication. Studying clothing and accessories as an implication of non-verbal communication is known as the craftsmanship of design or embellishments.

Learnvest (2012) stated that an individual's clothing could reflect their culture, temperament, certainty level, interface, age, specialist, and religion framework. For case, Jewish men wear yamakas to appear their devout convictions in communication. Essentially, clothes can pass on the ethnicity of one or a bunch of individuals, for case Scottish men frequently wear kilts to celebrate their culture.

The moment type specifically motions, agreeing to Ottenheimer (2005), signals are made by hands, arms or body, conjointly counting head, confront and eye development, such as winking, gesture or rolling eyes. These signals are standard, socially particular motions that can be substituted for dialect, such as waving, utilized in Western culture to show 'hello' or 'goodbye', 'separate'.

Each typical motion can carry very different implications completely different social settings, extending from commend to extraordinary disturbance.

Signals that depend on discourse depend on socially acknowledged translations and have a coordinate non-verbal meaning. A wave of the hand or a 'peace' image is illustrations of motions of the hand or a 'peace' image is illustrations of motions that depend on words. Verbal signals are utilized in tandem with discourse, this shape of non-verbal communication is used the message being passed on. Verbal signal plans to supply extra data to a verbal message such as indicating to a question amid a contention. In conclusion, the stances, agreeing Knapp & Hall (2007), there are numerous distinctive of body situating that depict certain postures, counting slumping, raised depict certain postures, counting slumping, raised legs wide, jaw pushes, bear pushes and arms crossed.

The stances appeared by people pass on a wide run of data whether it is sweet or terrible. Pose can decide a participant's level of center or association, the distinction in status between communicators, and a person's degree of warmth for other communicators based on the "openness" of the body. Studys examining the impact of pose on interpersonal connection appear reflect pictures of comparable stances, where a person's cleared out side is identical to another's right, driving to see great participants, communication and positive words; an individual inclining forward or in reverse too symbolizes positive brain research while communicating.

- Distance:

Knapp & Hall (2007) stated that the space we keep up between ourselves and those with whom we are communicating

appears the significance of thinks about of communication space. In this handle, the way we feel towards others in specific times is famous. In American culture, Neisser (1967) distinguished four essential, separate zones:

(i) insinuate remove (from contact up to 45 cm),

(ii) individual separate (from 45 cm to 1.2m),

(iii) social separate (from 1.2m to 3.6m),

(iv) open remove (more prominent than 3.6 cm).

(v) Insinuate separate is considered fitting for recognizable connections and speaks to closeness and belief.

- Eye - Contact:

According to Eckman, P. (2003):

"Communication moreover known as eye contact could be a major channel of non-verbal communication. The timing of Eye contact is most important (p.76).

In common, the longer eye contact is set up between two individuals, the higher the level of closeness, counting the act of looking whereas talking and tuning in. Eye look length and recurrence, understudy enlargement, and flicker recurrence are vital non-verbal communication signals.

- Tactile: Contact in communicatin

The thought about of touch is the thinking about of contact from a non-verbal point of view, and material communication is the way in which people and other creatures communicate through touch (Knap & Hall, 2007).

Human contact can be characterized in communication counting shaking hands, holding hands, kissing (cheeks, lips and hands), tapping back, tapping the bear

and rubbing the arm. In fact, touching an individual may incorporate licking, lifting, holding, or scratching. These activities are seen as “associating” or “telling” and can send messages that express the eagerly or sentiments of the communicator as well as the audience. The implication communicated through contact depends profoundly on the culture, the setting of the circumstance, the connection between the communicators, and the way in which contact is made. Touch is undoubtedly a vital human sense, giving not as it were surface and auxiliary data, it is additionally an component of non-verbal communication in interpersonal connections and illustrate a degree of physical closeness. It can be sexual (like kissing on the lips) or dispassionate (like embracing or tickling).

- Facial expressions:

Ekman, P. (2003) confirmed facial expressions, over all, serves as a de facto mode of communication. With different muscle bunches that accurately control the mouth, lips, eyes, nose, temple and chin, the human confront is thought to be competent of communicating more than ten thousands diverse feelings.

Navarro, J. (2008) believed that shows of feelings can for the most part be partitioned into two bunches: negative and positive. Negative feelings are frequently showed by expanded pressure in muscle bunches: fixing of the jaw muscles, temple wrinkles, squinting or pressed together lips (when the lips nearly vanish). On the opposite, positive feelings are communicated through the unwinding of brow wrinkles, unwinding of the muscles around the mouth and broadening of the eyes.

## ***2.2. Cognitive handle and non-verbal communication***

Non-verbal behavior is deemed to be as one of the foremost effective

modes of communication. It passes on vital data approximately a person’s likes and disdains, sentiments, individual characteristics, and connections (such as closeness, dominance, believe and similitude). It would not astonish anybody that verbal communication of this kind of data encompasses a cognitive supporting, but messages sent and gotten non-verbally are also portion of a controlled prepare, in the event that not continuously deliberately.

It encompasses a cognitive premise. Hence, understanding non-verbal communication depends to a few degree on understanding its cognitive premise. This cognition is related to mental settings and forms including people (and other creatures). Neisser, U. (1967) expressed that cognitive settings incorporate, but are not restricted to, learning, accepting, putting, away, preparing assessing and utilizing data. Cognitive forms related with non-verbal communication can happen with cognitive mindfulness, but they are more likely to happen and frequently happen without cognitive mindfulness (Hassin, Uleman, and Bargh, 2005).

In an article entitled ‘The non-verbal signs of cognitive forms in clinical listening’, Barroso and Freedman (1992) affirmed that there’s “evidence for the hint association between the hint association between non-verbal behavior and cognitive action and point to non-verbal behaviors as objective measures of the forms fundamental clinical listening”. Hence, it can be induced that the human cognitive handle has critical impact on their non-verbal expressions.

## **III. METHODOLOGY**

The major aim of the study is to discover out how learners of English, more particular the English major undergraduates at their third year at Hung Yen University of Technology and Education (UTEHY)

comprehend the role of non-verbal expressions in their English learning and a number of common non-verbal elements under the view of cognitive viewpoint. That helps to convey the messages of diverse English communication settings viably. In fact, the questionnaires and interviews were utilized to gather the data for analysis.

Firstly, overview survey is one of the foremost visit strategies of getting information on behaviours and conclusions from a huge gather of people is through a study survey. One of the key focal points of utilizing surveys is that they may evoke a comparable data from an expansive number of respondents whereas being less costly and more viable than person interviews. Moreover, surveys may be sent through mail, phone, or in-person, advertising the analyst more noteworthy adaptability within the data gathering handle. Thus, self-administered paper questionnaires were employed in the present study, provided to the respondents with pens and in person. All questions were systematized with a defined standard so that all respondents got the identical questions with same statement. As a result, surveys are utilized in this study to gather data approximately undergraduates' mindfulness and conclusions to the settings. This information collection is to show a practical picture of undergraduates' inventive recurrence and versatility in non-verbal communication.

The overview surveys for undergraduates incorporate 9 questions and comprise of the students' data, their behaviours and suppositions toward non-verbal communication in English communication settings. Eminently, those questions asking undergraduates' data are unstructured address types while the questions asking data concerning undergraduates' demeanor and conclusions are organized. As a result, the gotten

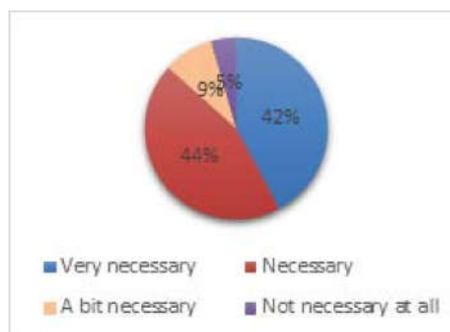
information may be solidified and assessed more promptly. Secondly, interviews which are one of the foremost prevalent strategies for collecting subjective information. The types of questions connected are of unstructured ones. The questionnaires used in the interview is kind of researcher-administered questionnaires. The questions were delivered from face-to-face meeting to five haphazardly chosen undergraduates from among the members as the respondents. The interview was conducted together with a survey for 45 undergraduates at UTEHY. This method of collecting data that helped to ensure the respondents were the representatives of my target respondents. Also, this interview helped me have chances of clarifying any ambiguous or unclear questions and the respondents' answers. Finally, the interview could give the researcher high response rates as it was, in practice, harder to refuse an interview when personal attention was given to respondents.

## IV. Results and discussions

### 4.1. Information investigation from the study survey

The followings are figures for illustrating the result analyses of the questions within the survey collected for the study. The primary occurrence is the address inquiring almost the need of non-verbal communication essential in English communication.

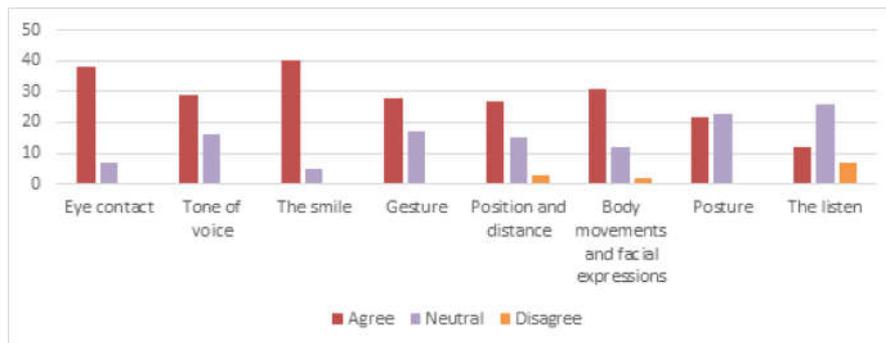
*Chart 4.1: The need of non-verbal communication in English communication*



From chart 4.1, it can be seen that 42% of undergraduates believe that non-verbal communication is exceptionally fundamental in English communicating settings. Near to that number, 44% of undergraduates think that non-verbal communication is essential in English communicating activities. 9% discover

non-verbal communication is less essential and 5% believe that non-verbal communication not to be fundamental in English communication activities. In short, the majority of undergraduates finds that it is critical to utilize non-verbal elements in English communication.

Chart 4.2: Types of non-verbal communication



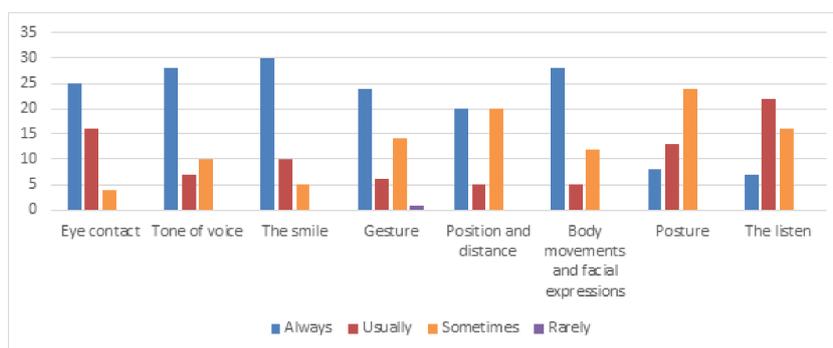
This chart gives data almost the types of non-verbal communication are included in English communication activities. It is obvious that there are 8 types that show up in non-verbal communication in English communicating settings. In which there are 4 categories that are exceedingly concurred by undergraduates, which are Eye contact, Tone of voice, The grin, Signal, and Body developments and facial expressions, equivalent to 38 undergraduates, 29 undergraduates, 40 undergraduates, 28 undergraduates, and 31 undergraduates respectively. The excess types including Position and distance, Stance, and The listen are available however not thick. The quantity of Position and distance has a rating like Body developments and looks, with 27 undergraduates concur, 15 undergraduates believe it's not unexpected and 3 undergraduates clash. There is an equilibrium in the figure of Stance, 22 undergraduates concur and 23 undergraduates find it is ordinary. The quantity of typical understudy rating about The Listen is 26 undergraduates.12

undergraduates and 7 undergraduates evaluated concur and dissent, separately. Obviously undergraduates have an unmistakable information on the types of non-verbal correspondence in local escort exercises in both hypothesis and practice.

Chart 4.3 shows the information that the number of the Grin is most elevated with 30 ungraduates continuously utilize it. Signal, Eye contact, Tone of voice, and Body development and facial expressions are too held in tall respect at 24, 25 and 28 individually. The number of undergraduates who continuously utilize and in some cases utilize Position and remove are the same, at 20 undergraduates.

Body development and facial expressions includes particularly distinctive rating, accounted 28 undergraduates, 5 undergraduates, 12 undergraduates for continuously utilize, more often than not utilize and in some cases utilize. In differentiating, the number of the undergraduates who more often than not utilize The tune in is higher than the figure of Body development and facial expressions.

Chart 4.3: Frequency of utilizing non-verbal motions in communication



#### 4.2. The analysis result of the interview

To assist approve the unwavering quality of the results explored within the survey and the interview was conducted. The questions centered on the following primary issues. Firstly, when inquired around their discernment of non-verbal communication in English communication settings, most of the undergraduates shared the same knowledge they have learned. Undergraduates are clearly mindful of different types of non-verbal communication activities counting non-verbal prompts, signals, stances, body dialect, eye contact, etc.

Furthermore, the address bunch was pointed at finding out how critical non-verbal communication in English would be. Hence, the undergraduates comprehend that non-verbal communication is fundamental in English communicating practice and features a coordinate effect on their future work. Undergraduates were incapable of viable express their viewpoints at times, and non-verbal communication helped them in accomplishing their goals. The two undergraduates discovered that non-verbal communication plays a vital part both in English communicating settings and in genuine life.

#### V. Conclusion

The study has succeeded in finding out that non-verbal elements are considered to be significant in English communication for the

3rd-year English majored undergraduates at UTEHY. The finding discovered that most of the undergraduates concurs upon the need of non-verbal communication. Moreover, quite many non-verbal elements or signals were identified in English communication such as eye contact, tone of voice, the grin, motion, position and body developments and facial distance, expressions, pose and tune in. These discoveries have been drawn from the qualitative and quantitative analyses of both the study surveys and the interviews.

As a result, the discoveries would be of great reliable source and reference to the learners and teachers of a foreign language in common and the English language in particular. Theories of non-verbal elements in communication can be compiled as a separate part or included in a syllabus for studying and teaching for the English-majored undergraduates at UTEHY. In doing so, it would be very beneficial for the students as it would help them speak the English language in a more natural way like the English native speakers.

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## TÂM QUAN TRỌNG CỦA YẾU TỐ PHI NGÔN NGỮ TRONG GIAO TIẾP TIẾNG ANH

*Nguyễn Đình Sinh<sup>†</sup>*

**Tóm tắt:** Các yếu tố phi ngôn ngữ đóng một vai trò quan trọng trong giao tiếp đời sống hàng ngày. Giao tiếp có thể được hiểu bởi cả yếu tố âm thanh và yếu tố tín hiệu. Khi nói một ngôn ngữ nói chung và tiếng Anh nói riêng, chúng ta không thể phủ nhận tầm quan trọng của các yếu tố phi ngôn ngữ. Bài viết này khảo sát mức độ hiểu biết của sinh viên năm 3 chuyên ngành Tiếng Anh Trường Đại học Sư phạm Kỹ thuật Hưng Yên về những yếu tố đó. Kết quả nghiên cứu chứng minh vai trò của một số yếu tố phi ngôn ngữ phổ biến dưới góc độ nhận thức có ảnh hưởng đáng kể đến việc truyền tải thông điệp từ các tình huống giao tiếp khác nhau bằng tiếng Anh của sinh viên chuyên Anh năm thứ 3 của Trường. Kết quả nghiên cứu có thể được coi là tài liệu tham khảo hữu ích cho những người học, người sử dụng tiếng Anh và nhà giáo dục tiếng Anh.

**Từ khóa:** Yếu tố phi ngôn ngữ, yếu tố nhận thức, yếu tố âm thanh và yếu tố tín hiệu.

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