



VERBAL AND NON- VERBAL MEANS OF COMMUNICATION AMONG HUMAN BEINGS

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ABSTRACT

Language functions as the paramount vehicle for communication, facilitating human interaction within society and with the surrounding world. The process of communication is multifaceted, encompassing both linguistic and non-linguistic forms that permit the conveyance of information, affects, concepts, and stances. This paper provides an analysis of the nature of communication, with specific attention directed toward the characteristics, functions, and interdependency of verbal and non-verbal interaction. Furthermore, it addresses the evolution of human linguistic capabilities, the underlying cognitive and social mechanisms, and the definitive distinctions from animal communication systems. The analysis concludes by highlighting impediments to communicative efficacy, the influence of cultural variables on language utilization, and the reciprocal relationship linking language, cognition, and the social sphere.

Language as a main tool for communication among people. Humans operate in various ways in connection with each other and with the natural world. In order to have full operation and function, communication and interaction processes are one of the basic things in people's everyday lives without which their functions may not be fulfilled. Here communication or interaction processes should not be understood narrowly but they have a broad meaning including not only the language, which contains only sounds but also includes everything, which has direct or indirect interaction. The notion communication comes from Latin language "communicare"¹ which means, "to share". If we refer to the definition of the word communication, it is the process of delivering intended message from one side to another with the help of mutually understood signs under semiotic rules. Through communication, various things can be delivered like facts, ideas, concepts, attitudes, opinions, instructions and emotions depending on the circumstances of interaction process. To be more exact, everyone and everything are

¹ Nageshwar Rao, RajendraP.Das, Communication skills, Himalaya Publishing House



linked to each other like a chain and it is impossible to separate them and exist solely. That is why interaction is a natural process among people and other living things.

Mainly, there are two types of communication, which is called verbal and nonverbal communication. These two types of communication are experienced through interaction process and mostly they cannot be separated in the process of communication. Concerning the non-verbal communication, it is a communication, which demonstrates a process of delivering information in the form of non- linguistic representations. Illustrations of non-verbal communication can be various types including haptic communication, gestures, body language, facial expressions, eye contact etc. These types of communication are really important to be concentrated on as they constitute up to 55% of human

Communications. They are done mostly usually unconsciously and consciously by learning from each other. However, most non-verbal communication means related to especially facial expressions are universal and are understood among people in the same way regardless of culture. Nevertheless, other types of non-linguistic representations can be culture dependent and one non-verbal communication type may be understood differently through cultures. Additionally, speech in other words verbal communication also contains non-verbal clues such as rhythm, intonation, tempo, and stress. Likewise, human speech also consists of non-verbal phonetic elements such as handwriting style, spatial arrangement of phrases and words, as well as some emoticons, which convey emotion or feelings. Non-verbal means of communication is quite important in the interaction process as it makes the verbal means much more reliable and understandable by delivering feelings, attitudes of the person who delivers it. At the same time, in some situations, the non-verbal messages may contradict the verbal message, which brings about wrong understanding or mistrust but this mistrust may be handy when someone is trying to deceive someone. Even if these non-linguistic means are not linguistic, they may deliver more meaning than linguistic means.

With regard to the next type of communication, it is called verbal communication, which is the method of delivering some kind of message by orally or in written form. The word "language" is usually connected with humans and its acquisition normally happens during childhood period. Through centuries and ages, human language has been developed and has been developing. In the previous periods, people used to communicate with each other with the help of grunts, barks and roars in the similar way like animals. However, as time went on, they developed and established a set of speech sounds to express their attitudes and emotions toward each other. In this perspective, only humans have the gift of language which is much extensive than other living creatures. The reason is that other living creatures also have "language" but the usage of them is limited which is used in some situations but not as rich as humans. This development of human

language is connected with the mind development. In other words, the more developed and improved the human mind and intelligence, the richer and more developed the language will be. There are various human languages in the world, which is similar as well as different from each other not only in accordance with the structure but also with regard to the complexness and richness. The richness of a language or complexness of any



society's language is dependent and closely connected with nation's culture and traditions, their way of living etc. For example, in some cultures, one word may have only one meaning or understanding but in other nations and cultures, the notion may have more than one meaning, which brings richness and complexness to a language. At the same time, various languages vary from others by the usage of codes, which are not similar to each other.

Human language has a property of creativeness, which means that there are signals within signals, which deliver specific meaning and significance. What is important and interesting is the fact that in some languages there are letters while in others there are just words without letters. Another significant aspect of human language is the fact that by using one grammar rule, an infinite number of messages and meanings can be delivered and created while other codes like animal codes can be used in a limited way which only has a single form delivering only one message and impossible to form another. Such signals by animals may mean "This is dangerous, I found food, I am hungry, being nervous" and others. In general, human language is rich and extensive which can be used in infinite situations by conveying countless meanings.

Like non-verbal communication type, verbal means of communication has also various types. For example, spoken communication that is done orally among people and it is directly connected with the language itself. Francis J Bergin considers oral communication as the most effective one as it saves time, money and more forceful and effective than other forms. At the same time, whether it is written or oral, it should be concise, clear and complete in order to avoid some misunderstandings with this type of communication; integrators can get immediate understanding and clarification about the message if something is wrong. However, this type of communication may be impossible without the help of technical devices because of the distance. Second, one is written communication, which requires combining speech sounds in a particular language. In order to fulfill this type of communication, it is important to have the knowledge of phonological rules in oral speech but not in written one as well as the semantics of the words and phrases that are expected to be used. At the same time, this type of communication has more responsibility as once it is done, it is sometimes impossible to correct it, that is why all aspect sides should be taken into consideration while creating it. Next one is dyadic communication, which is an interaction of sharing information, knowledge, attitude with one another and getting the corresponding feedback for a reply. The fidelity is usually on its highest level in this type of communication and it is mostly successful. This type can also have some sub-types like face-to-face communication, telephonic, e-mail via internet communication, interviews, instruction and dictations.

During any type of communication process, there can be various dilemmas or let's say barriers which obstacle the interaction process from being effective. First of all, physical barriers which can be caused by the nature of an environment. For example, in an office, the staff may be located in different buildings or there may be the problem of technology, which worsens the interaction process. Secondly, system design which may include the issue of structures of systems, which make it hard not to know with whom to communicate on a matter. At the same time, because of the unclear system organization,



staff also may not know what their responsibilities include and what is not included. Third is attitudinal obstacles which may be caused by many different factors such as poor management, infringing refusing to communicate, personal attitudes, lack of motivation and dissatisfaction. Next is linked with the ambiguity of the words or phrases, which cause some misunderstandings and problems since some words may have a different meaning and the receiver may understand in a different way. That is why it is much better to avoid such words or phrases. Another one regards to the usage of individual linguistic ability, which may occur because of using jargon or poor explanation of some words or phrases.

Physiological barriers are also possible in certain circumstances due to the individual discomfort or by health problems of hearing impairment or poor eyesight. Fear of being criticized is a basic problem that may stop good interaction. This may happen because of poor experience in the past or by watching others being criticized before and as a result they are also afraid of having such poor experience and stop themselves from interaction process which may lead to being introvert. Finally yet importantly, gender barriers are also common problem as genders and their understanding are different in some kind of situations. The reason is that at a moment a woman's mind can process and communicate more topics while men's mind can only concentrate on one topic. As a result, when two genders have an interaction, they may not understand each other as women's minds are multifold and the men's are not the same in general. However, this perspective does not mean that this situation is, all the time, true as people's personalities are different.

In this interaction process, the notion of language is very important and the basic role of language in the interaction process is being a means of exchanging information among people in this process. The notion of language is related to the competence of acquiring and using the systems of interaction especially this refers to humans and language can be an illustration of such a system. Language is a means of communication especially among humans in practice while the scientific study of language is called linguistics. There are a number of assumptions about how the language appeared and one of the thinkers such as Rousseau has argued that language originated from emotions. That is to say that people first had emotions and because of these emotions, people tried to use language as a representative of language. Kant thought that it originated from rational and logical thought, which means the fact the people had logical thinking and as a result of this thinking people produced language. However, philosophy is also a field of study which is connected with the language itself. To be more precise, philosophy is the real study of language.

Concerning the debates of nature and origin of a language, it can be understood because of philosophy. There were such philosophers like Gorgias² and Plato who debated the connection among words, concepts and reality. For example, Gorgias argued that language represents neither the objective experience nor human experience and that interaction and truth were therefore impossible. They discussed that communication is

² Ferguson, S., Terrion, J., (2014). *Communication in Everyday Life, Personal and Professional Contexts*, Oxford University Press.



possible without the usage of language while others argue that communication is impossible without the usage of language. For example, Plato maintained that interaction among people is possible because language demonstrates ideas and concepts that exist independently prior to language. That is to say before language itself, ideas exist that is why interaction can be possible without language or prior to language can be produced.

Human language itself has the competence of productivity and displacement. To be more exact, human's language can be used in various situations in order to deliver different information and any grammatical rule can be used to describe even countless cases. At the same time, in contrast with animals, its complex structure has the ability to generate an extensive range of expressions. Language is considered to have appeared when the early hominins began to change their interaction system and this change may have happened because of an increase in brain volume. Besides, the structures of language are thought to have appeared because of serving specific interaction and social functions. Social functions here include the actions and activities done in the social life. Brain is the main means of producing language and the language itself is processed in various locations in the brain. The acquisition process of language occurs through social interaction in early childhood and children generally speak fluently in that time. In that period, children hear and see the process of the usage of language while watching the situations where language is used. Children especially watch people around them and try to imitate them. Using language in any nation is interrelated with the culture of that nation. The reason is that based on the culture and traditions of a nation, language differ from one nation to another. It cannot be generalized that besides these abovementioned factors, there are some dialects and one language can be used in different countries with various pronunciations and meanings. If we exemplify for this situation, let's take English language which is used in some countries as a second language as well as the first language. Even if English language has general language rules overall but the usage differs from one country to another.

Culture can be taken as another issue, which may be a problem if not effectively acquired but is not an issue if understood adequately. Cultural differences exist within countries, tribes or nations, which have their own ways of communication or norms. As an illustration, some nations have such traditions and norms, which are not acceptable for others, and in this situation cross culture people and nations may have problems in interaction process. Culture is like an iceberg, which has a negligible surface, but the more you go downward, the more it can be revealed and in order to understand it, deep knowledge is required. In some countries, some colors may be understood in a positive way while in others it can be accepted as a negative symbol. Not understanding this peculiarity can bring about problems, which prevent effective interaction. Overall, communication is a process especially among people by delivering various types of information depending on the situation and the intent of the interaction. Language is also a particular set of speech norms of a specific community but also a part of the culture of that community that speak in that language.⁶ Language is the culture and wealth

and the soil of a nation and through it all the processes in a community are done without which nearly all the processes are impossible. Languages are different in not only



pronunciation, vocabulary and grammar but also through having various cultures of speaking. Language is not only different from one another because of the way it is spoken within a particular culture or nation but also different within sub-groups of a community.

In general, there is also a close connection between mind and language. Brain is the source of reproducing language and what is going in the mind can be delivered through the language. The richness of the mind and thoughts as well as ideas of a human depends on the experience they have during lifetime. As a result, these ideas and notions can be demonstrated in a language, which people use in their daily lives. There are also the notions of language and speech, which is connected but different from each other based on the usage and criterion. For example, language belongs to everyone and it is a general notion while speech is a specific notion, which relates to one specific individual and the usage of speech is not similar to one another. Because of the usage of speech, there is a notion of linguistic personality, which shows the ability of a person of using language in a particular situation. Based on that linguistic personality, a person's outlook can be demonstrated as language in general represents what is in mind of a person. The representation can be through linguistic as well as non-linguistic means but in general, it is a language, which actually demonstrates this.

In conclusion, being a main means of communication among people, language is the basic need of humans without which they cannot be involved and function properly communication in everyday life. Language is not only connected with speaking but also it is connected with culture in general in any part of people's lives. From childhood, the more people have experience, the more their linguistic personality and outlook develops which is the main tool of human's development in life and their progress.

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