

A Review of Communication, Body Language and Communication Conflict

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Abstract---The term "communication" has been derived from the Latin "communis," that means "common". Thus "to communicate" means "to make common" or "to make known", "to share" and includes verbal, non-verbal and electronic means of human interaction. Every communication involves one sender, a message and a recipient, through verbal or nonverbal means, including speech, or oral communication; writing and graphical representations, signs and signals and specially the behaviors. This may sound simple, but communication is actually a very complex subject, and more simply, communication is said to be the creation and exchange of meaning. There are four types of communication in which they are intrapersonal communication, interpersonal communication, group communication and mass communication. Information can be shared several different ways with one another. For example, using verbal communication when sharing a presentation with a group; you might use written communication when applying for a job or sending an email to a lecturer. So, there are verbal, non verbal, visual and written skills in communication. Communication is carried out in two ways: verbal and non-verbal. The means of expression of non-verbal communication are the head, face, various parts of the body or the body itself as a whole. Body language, which is the most basic element of nonverbal communication, is a form of communication with gestures, mimics and body movements. Communication is also a term that has various definitions reflecting different perspectives. "Communication is a transactional process in which individuals create, share and regulate meaning," as defined in Family Communication. Family is a basic social unit that involves people at multiple levels. After leaving their family of origin most people start a new family of orientation.

Keywords---Communication, Non-verbal Communication, Body Language, Communication within Family, Communication Conflict, Effective Communication.

I. INTRODUCTION

A definition of communication is "any act by which a person gives or receives information from another person about the needs, perceptions, desires, knowledge or affective states of that person" [50]. The word 'model ' refers to the representation of a process, event or situation. It is not a separate or independent method, but rather a representation of an existing object. Similarly, the communication model is a symbolic representation of the communication process. It does not show the specifics of a message, but only those elements that are relevant to the purpose of sending a message [6].

Communication can be defined as the process of transmitting information and common understanding from one person to another [28]. Scholars who study communication analyze the

development of communication skills in humans and theorize about how communication can be made more effective. It is the meaningful exchange of information between two or a group of people. Communicative competence designates the capability to install intersubjective interactions, which means that communication is an inherent social interaction [25] [41] [51].

II. TYPES OF COMMUNICATION

There are four types of communication, which is first intrapersonal communication; Intrapersonal communication is a kind of internal dialogue that takes place within an individual while contemplating, conceptualizing and formulating our thoughts or ideas before we actually express them. Due to individual differences, the levels of intrapersonal communication may vary from one person to another. Writers, thinkers and philosophers generally devote more time to intrapersonal communication [40].

The other one is interpersonal communication which is when two persons communicate with each other, the communication is interpersonal. Our everyday exchanges, formal or informal, which may take place anywhere, come under this type of communication. There is certain amount of proximity between the sender and the receiver who may be able to see each other closely, watch the facial expressions, postures, gestures, body language etc. or may make them out from the tone and expressions when they communicate without seeing each other, for instance over telephone [37].

The third type of communication is group communication. This is an extension of interpersonal communication where more than two individuals are involved in the process of communication. The groups can be both formal as well as informal depending on the type and objectives of communication but generally they have common interests and goals [29].

The last one is mass communication. In mass communication, the communicator is separated from the audience in terms of time and place. Communication takes place simultaneously with the help of an electronic device, in which an institution is involved. These electronic devices are known as mass media such as print, radio, television and the Internet [12].

III. COMMUNICATION PROCESS

Studies made in all areas related to communication. The importance of communication among different applications in different working methods is emphasized. [2] [4] [5] [7] [14] [41]. Information can be shared several different ways with one another. For example, you might use verbal communication when sharing a presentation with a group. You might use written communication when applying for a job or sending an email to a lecturer. There are four main types of communication, verbal, non-verbal, visual and written [27].

Verbal communication is the use of language to transfer information through speaking or sign language. It is often used during presentations, video conferences and phone calls, meetings and one-on-one conversations [27].

The second one is non-verbal is the use of body language, gestures and facial expressions to convey information to others. It can be used both intentionally and sometimes unintentionally. For example, you might smile unintentionally when you hear a pleasing or enjoyable idea or piece of information or get sad when you hear bad news. This type of communication is helpful when trying to understand others' thoughts and feelings [39].

Visual is the act of using photographs, art, drawings, sketches, charts and graphs to convey information. Visuals are often used as an aid during presentations to provide helpful context alongside written and/or verbal communication [24].

Lastly, written is the act of writing, typing or printing symbols like letters and numbers to convey information. It is helpful because it provides a record of information for reference. Writing is commonly used to share information through books, blogs, pamphlets, letters, and more [32].

IV. NON-VERBAL COMMUNICATION AND BODY LANGUAGE

Communication is carried out in two ways: verbal and non-verbal [34]. The means of expression of non-verbal communication are the head, face, various parts of the body or the body itself as a whole. Body language, which is the most basic element of nonverbal communication, is a form of communication with gestures, mimics and body movements ([27].

Non-verbal communication means this is a process of sending and receiving messages without using words, either spoken or written. The term nonverbal communication was introduced in 1956 by psychiatrist Jurgen Ruesch and author Weldon Kees in the book "Nonverbal Communication: Notes on the Visual Perception of Human Relations." [38].

A primary function of nonverbal communication is to convey meaning by reinforcing, substituting for, or contradicting verbal communication. Nonverbal communication is also used to influence others and regulate conversational flow. Perhaps even more important are the ways in which nonverbal communication functions as a central part of relational communication and identity expression [32].

One of the important elements of communication is body language. A communication in which the body language cannot be resolved remains incomplete. Our physical behavior also plays a major role in presenting our speech effectively. Our views, expressions, stances and movements have a great effect on the burden of meaning and emotion of our sentences and words [46].

Body language has important functions in understanding and explaining emotions and thoughts. It plays a role in the correct expression and interpretation of messages in the communication process. It also supports the oral communication and creates integrity in communication [27].

55 percent of how we impress others while speaking are based on our body language, 7 percent are the words we use and 38 percent are our discourse. To be a successful speaker, it is important to focus on this nuance. The audience mainly observes body language, because a person quickly registers

it in the subconscious. Even if the spoken language is not understood by the audience, the body language helps them effectively understand the message [36].

Body language may vary according to culture. However, eye expressions have common features in many cultures. Speech is a typical feature of people and we look at each other for a long time while we speak. Thus, the signals indicating the direction of view become very important [46].

Amy Cuddy, a social psychologist and Harvard professor has researched about the importance of body language. She mentions about the consequences of posture and much more and notes that, poses can help us feel better and be more successful. Cuddy emphasizes on how having a powerful posture can increase testosterone levels in people and lower cortisol levels [36].

V. NON-VERBAL COMMUNICATION TYPES

There are so many communication types of non-verbal communication. We are interested the most useful and important ones. First important one is facial expressions. It can be said to be beyond our control. They are influential features which conveys ones thoughts, emotions and so on involuntarily. All facial organs, hair, eyes, mouth, chin, lips, nose, tongue etc. all express facial messages. As much as we can try, our hidden feelings e.g. joy, sadness, anger, fear etc. eventually gets revealed by our facial expressions [35].

As far back as 1872, Charles Darwin, the father of evolution in his book “The Expression of the Emotions in Man and Animals” argued that emotions are shown on the faces of all mammals. In the 1960s, Paul Ekman did a series of dynamic facial expression studies and he resolved that six facial expressions are global in contrast to the previous perception that they are culturally diversified. These expressions are surprise, disgust, joy, fear, sadness and anger [17].

The other important type of non-verbal communication is eye movement. Out of all human body parts involved in communication, the eyes are the most important because they can transmit any message. When we see something that we perceive as appealing, the pupils widen involuntarily. We can as well wink or gaze to show interest. Eye contact is very important in face to face communication, presence of eye contact can show interest while absence can show lack of interest or understanding. The images are stored in the cortex which is situated in the rear area of the brain, this is why when we try to recall images, our eyes drifts upwards. In the same context, when trying to recall a sound, our eyes tend to drift right or left [26].

Eyes can leave a peaceful impression or movements on the underside of the face push the lower eyelid upwards. In the meantime, bagging and contraction of the eyes is produced under the eyes [46].

Body and head movement are the other types of non-verbal communication. This is used to determine the level of involvement and attention, the difference in status, and even the level of fondness. Body posture is more or less a static state and should not be muddled up with body movements. Body posture includes lying down, sitting up, standing, slouching, folded arms etc [35].

In humans, hand movements and other communicative body movements play an important role in language production and understanding. Movements are a form of knowledge that expresses incomprehensible thoughts and shapes what we think and how we think. For example, when examining the role of gestures in learning, it was found that students who used gestures to solve math problems remembered knowledge longer than those without gestures [11] [39].

Gestures are part of body language and are an integral part of human primary communication. In humans, gestures occur at an early age before verbal communication develops and remain necessary for language after speech begins. Actions can be broadly divided into speech descriptions and emblems [9]. The body communicates through gestures. Biting of the nails, finger tapping, touching the nose, rubbing together of hands, placing finger tips together, head in hands, locked ankles, stroking the chin, head nodding, hair pulling are all examples of body gestures. [10].

Personal Space is very crucial in any type of communication especially in nonverbal communication. Our proxemics in conversations are influenced by social norms, level of familiarity, situational factors and personality characteristics. This is why when talking to a stranger, we tend to give a lot of space in between compared to when talking to someone we are familiar [35]. We all have a need for physical space, although that need differs depending on the culture, the situation, and the closeness of the relationship. You can use physical space to communicate many different nonverbal messages, including signals of intimacy and affection, aggression or dominance [45].

Touch is necessary for human social development, and it can be welcoming, threatening, or persuasive. There are several types of touch, including functional-professional, social-polite, friendship-warmth, love-intimacy, and sexual-arousal touch. Touch is also important at more intimate levels. At the friendship-warmth level, touch is more important and more ambiguous than at the social-polite level. At this level, touch interactions are important because they serve a relational maintenance purpose and communicate closeness, liking, care, and concern [21].

The last one is voice. It's not just what you say, it's how you say it. When you speak, other people "read" your voice in addition to listening to your words. Things they pay attention to include your timing and pace, how loud you speak, your tone and inflection, and sounds that convey understanding [17].

VI. DISADVANTAGES OR LIMITATIONS OF NON-VERBAL COMMUNICATION

Non-verbal communication is quite vague and imprecise. Since in this communication there is no use of words or language which expresses clear meaning to the receiver. No dictionary can accurately classify them. Their meaning varies not only by culture and context but by degree of intention [9].

While watching someone's eyes, you may miss something significant in a hand gesture in which calls multi channel. Everything is happening at once and therefore it may be confusing to try to keep up with everything. Most of us simply do not do so, at least not consciously [46].

Long conversations are not possible in non-verbal communication. It is difficult to understand and requires a lot of repetitions in non-verbal communication. Since it uses gestures, facial expressions eye contact, touch etc. for communicating with others which may not be understandable for the people [31].

VII. IMPORTANCE OF COMMUNICATING WITH FAMILIES

Positive communication is perhaps the most powerful tool that you can use with families. Good communication helps to inform, reassure, and engage families. A single conversation, positive or negative, can set the tone for a family's opinion of preschool staff, so it is essential to develop effective communication skills [20] [48].

Positive communication and relationships with families help to build trust. Trust is an important part of helping to make sure that you maintain partnership with families and work as a team with families to help children meet their goals [3]. Trust between you and families makes parents feel good about the program and its ability to meet their child's needs [19].

Communication is also a term that has various definitions reflecting different perspectives. "Communication is a transactional process in which individuals create, share and regulate meaning," as defined in Family Communication [30].

Family is a basic social unit that involves people at multiple levels. After leaving their family of origin most people start a new family of orientation. Family communication is a field of study aimed at finding out what functional and dysfunctional family interaction is [43].

Family problems such as divorce, child abuse and domestic violence are in fact communication problems that can be better understood and maybe even prevented by studying the forms, functions and processes of family communication [22].

Family communication can be defined in the broadest sense as all family members' interactive behaviors that set up family roles, maintain family rules, perform family functions, and maintain family behavior patterns. In other words, both verbal and nonverbal behaviors that affect family members and conduct interpersonal relationships with each other. The scope of this family interaction conceptualization has the advantage that it opens up all social activities for review by communication scholars. This conceptualization also makes it clear that interpersonal relationships are complex and that almost any kind of behavior can be interpersonally meaningful. [30].

Communication within the family is extremely important because it enables members to express their needs, wants, and concerns to each other. Open and honest communication creates an atmosphere that allows family members to express their differences as well as love and admiration for

one another. It is through communication that family members are able to resolve the unavoidable problems that arise in all families [16].

VIII. COMMUNICATION AND CONFLICT

Conflict between people is a fact of life, and sometimes it's not necessary a bad thing, it can be described as a disagreement among groups or individuals characterized by antagonism and hostility. This is usually fueled by the opposition of one party to another, in an attempt to reach an objective different from that of the other party [47].

When you hear people talk about conflict, what immediately comes to mind would most likely be how differences and disagreements make such an occurrence to spring up. Conflict is defined as a clash between individuals arising out of a difference in thought process, attitudes, understanding, interests, requirements and even sometimes perceptions [33].

The solution is to set clear expectation, build opinions differ from yours, recognize and respect personal differences; how you prefer to communicate and being able to recognize others' communication styles can help build the bridges of understanding [47].

Even the happiest of relationships experience conflicts and problems. If it is handled well, sometimes issues provide opportunities for personal and relationship growth. There are many skills that can help individuals seeking to resolve conflicts in a healthy way. One of the greatest skills that aids in conflict resolution is effective communication [1][33].

IX. EFFECTIVE COMMUNICATION

Communication establishes relationships and makes organizing possible. Every message has a purpose or objective. The sender intends to accomplish something by communicating. In organizational contexts, messages typically have a definite objective: to motivate, to inform, to teach, to persuade, to entertain, or to inspire. This definite purpose is one of the principal differences between casual conversation and managerial communication. Effective communication in the organization centers on well-defined objectives that support the organization's goals and mission [13].

Effective communication is transfer of information between sender and giver with use of written, vocal, visual and non-verbal, also it can improve relationships at home, work and groups, for this need to understanding the emotions behind of messages. crucial skills in communication are non-verbal communication, attentive listening, the ability to manage stress in the moment, and the capacity to recognize and understand emotions [29].

Effective communication is a complex set of several variables, which, if combined in a live interaction, will produce a new quality of relationships, this may be defined as an interaction which is based on positive feelings, with regard to the mutual and satisfactory understanding of all parts. Thus,

the components of positive communication include; positive intentionality, initiative, adaptation, empathetic listening, and social support [44].

Based on Cameron's research which is in 2008, positive communication generates information exchange, interpersonal interaction and positive feelings, which enhance the connectedness within organizations [8]. Positive communication as the lack of conflict in relationships and includes; words of appreciation and praise, compliments, encouragements, support and the expression of empathy [23].

Interpersonal communication is the method by which thoughts, feelings, meanings, and ideas are exchanged in a face to face setting between two or more people. Interpersonal communication is not just about words. Both verbal and non-verbal means of expression are used in interpersonal communication. Our gestures, tone of voice, facial expressions, and body language are all part of your interpersonal communication style [42].

Effective communication involves interpersonal skills which is interpersonal skills enable us to interact with others. Effective interpersonal communication involves putting people at ease, respecting others' opinions and capabilities, and encouraging the sharing of feelings and perceptions [15].

Rapport with others which is to develop rapport with others is to develop a connection, a relationship, or an understanding with them. To do this, we should signal that we are open to the thoughts and opinions of others. We should express an interest in what others have to say in a friendly and open manner and active listening which is it encourages others to continue interacting. As an active listener, we can demonstrate our interest in what is being said using both verbal and nonverbal communication techniques [13].

X. RECOMMENDATION

As families are always in the process of evolving because members grow and encounter new life experiences, additional communication challenges are likely to emerge. The well-being of family lies behind managing these issues effectively and maintaining a positive and healthy relationship is to understand the role of communication in guiding us through the muddy waters.

Communication is a transactional process in which individuals create, share and regulate meaning as defined in Family Communication. Family is a basic social unit that involves people at multiple levels. After leaving their family of origin most people start a new family of orientation. Family communication is a field of study aimed at finding out what functional and dysfunctional family interaction is. Conflict between people is a fact of life, and sometimes it's not necessary a bad thing, it can be described as a disagreement among groups or individuals characterized by antagonism and hostility. This is usually fueled by the opposition of one party to another, in an attempt to reach an objective different from that of the other party.

Communication in families should be effective communication, because of if there is conflict in communication; the members of families can not communicate with each other truly. The first step to improving non-verbal communication is to become aware of it. The next step is to try to alter any habits that may be off-putting – this can take a lot of effort and may feel quite unnatural at first.

There are non-verbal cues that we send all the time. Also, it made it clear to us that we are not sure about how the receiver of our messages decodes them. So we have to be careful about what we say all the time and how we behave also. Interpersonal communication skills are essential to developing other key life skills. Being able to communicate well with others is often essential to solving problems that inevitably occur both in our private and professional lives.

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