

## POLITICS OF BODY LANGUAGE

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**Abstract :** World is the galaxy of multilingual communication. It is a challenging task for the young scholars to master communication skills to climb up the ladder of success both in professional and personal lives. Today, in the age of globalisation young budding scholars are expected to acquire better communication skills to face the tough competition in the corporate sectors. Hence, the need and importance of communication skills intensifies day by day owing to tough competition in the corporate sectors. Communication skills comprises of verbal and non verbal communication.. Many a time people focus more on verbal communication and dismiss non verbal communication as insignificant. But one should note that non verbal communication plays a vital role in expressing the feelings of a person. Facial expressions, signs, symbols, body language, silence are the notable forms of non verbal communication. This paper attempts to elicit the main characteristics of body language and problems encountered by the communicants while interpreting the body language of the communicator at the professional level. For better inputs maintaining good professional relations is very important which includes establishing better understanding among the colleagues. The paper further illuminates how people play politics with their body language and strains the cordial atmosphere in the office. The paper concludes accentuating the need of healthy environment in the office for better results.

**Keywords:** communication skills, non-verbal communication, body language.

### INTRODUCTION

“Your body doesn't know how to lie. Unconsciously, it telegraphs your thoughts as you fold your arms, cross your legs, stand, walk, move your eyes and mouth. The new science of kinesics deals with these physical signals that we all send out.”<sup>1</sup>

Body language is one of the most important ingredients of Nonverbal communication. Body Language is also known as 'KINESICS'. Interpretation of body language communication takes place by observing the posture and body movements of a person. Both the sender and the receiver of a message establish a tacit understanding between their mind and body movements. Hence experts believe that people many a time unconsciously give key to their personality. The study of body language gained its momentum recently and research scholars are keen to decode and recode from the body language of the people. The study of body language plays a vital role in face to face communication. Human beings are always curious to explore the hidden meanings of a statement. This is possible through the study of body language.

The communicators unconsciously send signals revealing their thoughts to the opposite party. But in formal communication people conceal their feelings by wearing masks. Wearing masks means presenting a face without expressing any emotions or feelings. But in trying situations they do let down their defences. If the receiver of the message is intuitive then he or she could unveil the thoughts of the speaker by observing the body movements. The study of Body Language is very vast; hence this paper focuses on the following areas:

1. Posture
2. Eye contact.
3. Facial expressions
4. Gestures

Posture is a key element in body language and gives hint about the character of a person. The way

people sit, stand and move certainly gives a message about a person. The organisational structure of a business pivoted on vertical and horizontal communication. Often situation arises in business communication when superiors and subordinates happen to engage in face to face communication. Under such circumstances both try to decode the situation through body language.

Julius Fast the author of, 'Body Politics' focuses on the fascinating power games that people play in business communication.<sup>2</sup> Drawing on the very latest information about body language and image projection, the author further pens his suggestions regarding how to cope up with the politics of body language. The author states that his friend Oliver once shared his displeasure on working for a man who used his power in an obnoxious way. Oliver thus describes his complicated situation that whenever he is on phone, his boss would walk up to his desk and blot out the light he would just stand near his table looming over him like a gigantic bird of prey, not saying anything, but just looming. The body language of the boss affects Oliver immensely and perturbs his work. Oliver perceives the body language of his boss as vulture waiting for its prey. This situation lucidly reveals the fact how his boss plays Power Politics through his body language.

The below situation illumines the Politics of Body Language vividly in business communication, A boss of a Marketing Department informs his staff that he would welcome suggestions about how to improve the Sales of an organization. One of the staff takes his word seriously and meets him to share some of his ideas with him. As he begins to present his suggestions, the boss fixes him with an icy stare with folded arms across his chest and a frown on his face. When his staff finishes his presentation, the boss says barely suppressing the menace in his voice, "Thank you very much for your suggestions" and dismisses the staff abruptly.

#### **LET US CONSIDER ANOTHER SITUATION,**

A business man who has started a new organization is encountering some labour problems. He requests an expert from Personnel Management with several years of experience to give suggestions to solve his problem. Owing to his request the expert presents his suggestions to his boss. The boss finds the suggestions very impressive and listens carefully to the presentation given by the expert. At the end of the Presentation the boss clasps his hand warmly, beams at him and says, "Thank you very much".

In the first situation, the body language of the boss lucidly reveals the status barrier as he is not willing to pay heed to the suggestions of the subordinate. But in the second situation we encounter a receptive boss who lends his ears to the suggestions of his subordinate. As far as verbal communication is concerned both the bosses uttered similar words but their body language communicate entirely gives contradictory message to the receiver.

#### **THUS BODY LANGUAGE IS MORE ELOQUENT THAN WORDS.**

Staring is a part of facial expressions and this non-verbal communication is universal used by people across the globe. Often the face that people present to the outer world is rarely the real face. Wearing masks is a figurative expression as some people school their features devoid of any expression. The face we present to the outer world is rarely our face. In public places people are expected to maintain certain standards. Under such circumstances people wear masks, hiding their emotions and feelings. They let the defences down when the situation is hostile and exhausting. Generally, people wear masks to show their superiority.

#### **CONCLUSION**

This paper presents hypothetical situations to highlight physical and psychological aspects of body language. Correct interpretation of body language is a challenging task and requires a thorough research to understand it.

"Body language is powerful and indispensable in communication. Our verbal descriptions would fall flat without non-verbal accompaniments."<sup>3</sup> It is very essential for the young aspiring professionals to be aware of the nuances of body language and hone their communication skills to cope up with power politics played in business organisation. Today in this competitive world, young professionals are expected to certainly focus on verbal and non-verbal communication.

#### **REFERENCE**

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