

The Contribution of Nonverbal Means in Formal Communication

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ABSTRACT

The scope of the study refers to the contribution of nonverbal means in formal communication. As communication is the most important part of a human being's life, no one can live without grasping this ability. People apply formal and informal, semi-formal types of it according to their reason, motivation, and situation of the setting. While conveying some information, one not only uses verbal means but also applies nonverbal cues. These paralinguistic means make our speech more effective, understandable, expressive and efficient. The purpose of the study is to identify the types of nonverbal means, their role and percentage in our speech. Moreover, there are given some information about the history of kinaesthetic communication types which was caused by recent body language. In the conclusion part, three functions of communication are mentioned with their performance during the connection between speaker and listener. And some principles which speaker should pay attention in formal conversation.

Keywords: Language, nonverbal means, formal communication, communication functions, speech, foundation of nonverbal cues, kinaesthetic, tactile, mimics, body language.

INTRODUCTION

Language is a system of signs, with the help of which a set of sounds that have a certain meaning and content for people is transmitted. In speech, the psyche of a particular person is

expressed. Speech is unique to a particular person, it reflects the psychology of a person, and language is one for everyone. A specific object, action, situation, etc., is expressed with the help of means of speech signals. The word is related to the idea of an object or event.

The linguists point out following as means of communication:

1. Language is the main tool that helps to clarify the thoughts and information that the speaker wants to convey to the listener during communication, including words, expressions and phrases, as well as various forms of signs (texts, drawings, pictures), technical means of writing, conveying and storing information (radio and video equipment, mechanical, magnetic, laser and other forms of writing).
2. Tone, is emotional expressiveness, in which the speaker's delivery of the same phrase or sentence in different tones can cause different meanings to be formed in the listener's mind.
3. The speaker's facial expressions, body position, and gaze are also important in the process of communication, and these can strengthen, complement, or reject the meaning of a phrase.
4. Gestures are also one of the main tools of the communication process, they increase the expressiveness of the speech and give additional emphasis to the expressed idea.
5. The concept of distance in the process of communication is also considered one of the important factors, it is important in increasing the level of trust in cultural and national traditions and the interlocutor.

Moreover, the appropriate use of speech acts is also important in communication, as incorrect use of speech acts may cause confusion for the listener. "The same speech acts can be realized differently depending on the use of different linguistic means in the same communicative situations. This implies that there may be misunderstandings among communicators from the two cultures under consideration because the correctness of speech and communicative appropriateness can be understood differently in each."

According to the results of scientific research on the origin of speech, the first means of speech is kinaesthetic speech, and there is information that this form of speech is connected with primitive figurative cognition. It dates back to about half a million years ago. If we take a closer look at the term kinaesthetic speech, we will understand that it is a simple system of conveying information using body movements.

The next stage of speech development is connected with the gradual separation of speech movements from labor activity and their specialization as speech tools, i.e., their transformation into gestures. The division of movements into speech and labor movements was caused by the complexity of people's labor activities.

As a result, a special hand language, namely kinaesthetic speech appeared. Thus, the human hand became the main tool of work and communication. Communicating with the help of people's hands served as the main factor in the development of nonverbal communication, which is one of the most basic types of communication.

MATERIALS AND METHODS

In the process of analyzing, the use of verbal and non-verbal means in human speech, language and human connection was studied based on the anthropocentric paradigm, the use of non-verbal cues in various situations and their functions were studied through functional-semantic, conceptual analysis methods. In the communication procedure, people first apply to language, that is, to linguistic units. In the language of linguists, they engage in verbal communication. Non-verbal means of communication suitable for verbal means are also directly used in the clear, understandable and effective delivery of the communicated content to the listener.

Non-verbal communication is not based on the use of language, or sound speech, it is communication through facial expressions, gestures, pantomime, sensory or body communication. These are the sight, hearing, smell, and other senses and perceptions received from another person. Most of the

non-verbal forms and means of human communication are innate, they allow one to interact not only with one's self, but also with other living beings by reaching consensus on emotional and behavioral levels.

RESULTS AND DISCUSSION

Communicative linguistics is considered a rapidly developing direction of modern linguistics, and several scientists have conducted their research in this direction. In recent years, most of the scientific works carried out in modern linguistics, are based on the anthropocentric paradigm, in which the research of language in man and man with the help of language is promoted. We can exemplify lots of linguists who researched based on the paradigm, like L. V. Shcherba, U. Cheyf, N. I. Jinkin, J. Lakoff, N. Xomskiy, E. Rosh, N. Shmitt, S. Petrey, J. Sadock, I. R. Galperin, B. N. Golovin, V. P. Belyanin, Y. N. Stepanov, E. S. Kubryakova, A. Vejbitskaya, V. A. Maslova, K. F. Sedov, Sh. Safarov, A. Nurmonov, N. M. Mahmudov, I. Azimova, B. O'rinbojev, R. Safarova, I. Toshaliyev, S. Boymirzayeva.

S. Sulger is one of the linguists who analyzed language, speech and linguistic units, verbal and nonverbal means in people's speech. He analyzed the share of three units in conveying a message in speech activity. The research result shows that our speech includes 55% gestures, 38% prosody and word expression 7%. Another linguist Publitsy says, "We speak through our voice, we talk effectively through our whole body."

In linguistics, there are special areas designed to study the main means of non-verbal communication, which are kinaesthetics (external expression of human emotions), mimicry (movement of facial muscles), gestures (indicative movements of individual parts of the body), pantomime (whole body: posture, height, bending, walking movements), tactile (approaches in the communication situation: shaking hands, kissing, touching, caressing, pushing, etc.), proxemics (location of people in space during communication). In addition, the paralinguistic system of voice vocalization is also considered important, which includes

voice qualities and range. The extra-linguistic system includes pauses, coughing, crying, laughter, and speech tempo.

The most informative types of non-verbal communication are facial expressions, gaze, and gestures. In this case, the speaker uses the forehead, eyebrows, mouth, eyes, nose, and chin to express the level of effectiveness of the thought he wants to convey, his attitude to the information. These parts of the face effectively convey to the listener the main emotions arising in the speaker's mind: emotion, anger, joy, surprise, fear, hatred, happiness, interest, sadness and other emotions.

Paralinguistics plays a major role in making communication more effective, expressive, and efficient. Its significance can be highlighted in the following aspects:

1. Conveying emotions: paralinguistic cues such as facial expressions help express emotions that are challenging to communicate through words alone.
2. Enhancing understanding: volume and speed of speech, intonation, and other vocal elements add depth and clarity to verbal communication, further supporting the conveyed message.
3. Contextualizing conversations: paralinguistics helps shape the context of the interaction, enabling the listener to better comprehend the speaker's point of view and intentions.
4. Regulating conversation flow: non-verbal behaviours such as gestures and bodily cues facilitate smooth conversation, helping maintain a congenial atmosphere between the speaker and the listener.

The non-verbal tools are classified by linguists as follows, the first type is paralinguistic, the second is the substitution of language signs, and the third is the interference of language and non-language tools. They included only the non-verbal means that follow the speech into the paralinguistics and listed that non-verbal means (including gestures) have three different communicative functions. Only the first of these is included in the scope of paralinguistics.

Considering this classification put forward by linguists, we are in favor of including all supersegmental tools, facial expressions and gestures involved in the speech process as a research object of paralinguistics. It is no secret that these tools are not part of the structure of the language and that the language is formed and developed independently even without external factors. While communicating, the speaker can easily convey his thoughts and feelings to the listener using only the units included in the language system.

However striving to save phonation energy to the extent that it does not damage information during the conversation is a feature of any human activity. Therefore, a person always tries to get rid of unnecessary words in language, and to exaggerate necessary points. According to this requirement, the kinaesthetic tools included in the paralinguistic cues, which is the simplest and most economical tool, will help to replace unnecessary formal means. For example, in the sentence “Bring me the crayon on the table,” if the speaker is close to the table, the crayon on the table becomes redundant for the speech situation.

As a result, it is possible to express an idea that should be understood from all parts of the sentence while pointing to the crayon on the table and pronouncing only the part “take it”. So, the gesture of the hand performs the function of the ellipsised parts of the sentence, it compensates for it. With this, it helps to the conciseness of the expression. It seems that paralinguistic tools, firstly, condense speech, and secondly, perform the function of compensating speech. The use of paralinguistic tools in the structure of speech is closely related to the tendency of the principle of economy, which is always applied in the language.

American linguist Walter Lippman pointed out the uniqueness of each human heart and its manifestation in communication, writing: “Where everyone thinks alike, no one thinks much”, that is, people's desire to communicate the underlying primary motive is to have different views and improve one's thoughts during conversations.

In conversational contexts, paralinguistics plays an indispensable role in creating meaningful interactions and understanding. Consider the following examples:

1. A speaker may use a high pitch when asking a question, signifying uncertainty or seeking clarification.
2. Emphasizing a particular word with increased volume can indicate that it is crucial to the speaker's message.
3. By slowing down their speech rate, the speaker may convey that they want the listener to pay closer attention to the message being delivered.
4. A raised eyebrow might express doubt or confusion, prompting further explanation or clarification from the interlocutor.
5. A slight nod or affirmative hand gesture can demonstrate agreement or understanding without interrupting the speaker's flow.

CONCLUSION

Communication is a form of interpersonal relations, with the help of which people communicate with each other psychologically, exchange information, influence, be affected, perceive, understand and evaluate processes. Therefore, treatment as a social psychological phenomenon, a social category, that directly participates in all spheres of social life, arises as an objective and subjective need that reflects the material, spiritual, emotional, cognitive, and regulatory aspects of cooperation, and acts as the main factor and basis of socialization. In the process of performing these tasks, the main three functions of communication come into play: the communicative function—which consists of the exchange of information between the participants, the interactive function—effects to the listener and explains the motivation of speech, the perceptive function - the perception and knowledge of the participants of the dialogue during the communication process.

Effective and successful conversation between interlocutors in formal communication is helped by the full implementation of the above three functions of communication, effective and correct use of non-verbal means. In addition, the correct use of non-verbal means is important in achieving the goal of communication, and it is important to consider the register,

mode, tenor and field of the conversation. As the topic, way of conveying information, the vocabulary layer of the speaker may affect the interpretation of the speech. Incorrect use of those factors will cause misunderstanding or misperception of the interlocutor.

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