



Co-funded by the Erasmus+ Programme of the European Union

Projecto MuseTeam



CEPA VILLAVERDE



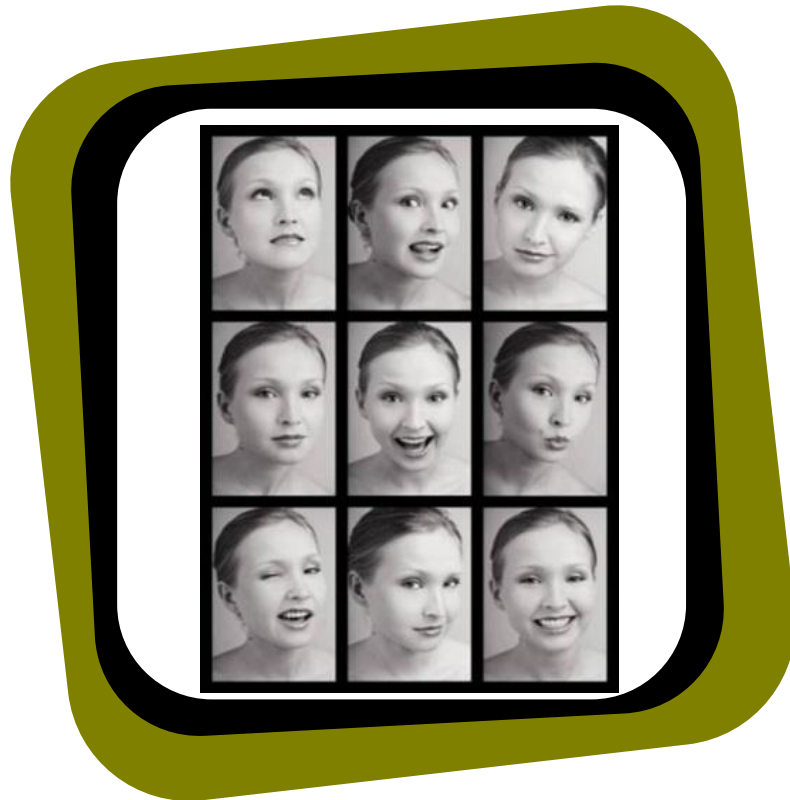
GENERALITAT VALENCIANA

EUROFORM



Name and Surname

A PICTURE IS WORTH A THOUSAND WORDS



Brochure nº 1

Emocional Perception

La inteligencia emocional es útil en tiempos de bonanza, imprescindible en tiempos de crisis Dr. Hendrie Weinsinger



Index

INTRODUCTION. EMOTIONAL PERCEPTION..... 2

NON-VERBAL COMMUNICATION 3

 1. KINESIA 4

 2. PROXEMICS 8

 3. PARALINGUISTICS 11

 4. OTHER ASPECTS OF INTERRELATION14

INTRODUCTION. EMOTIONAL PERCEPTION

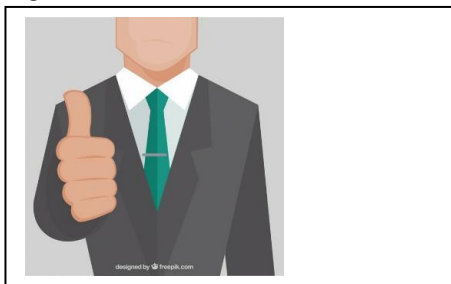
By the fingerprints of a man, by the sleeves of his coat, by the knees of his pants, by the corns of his fingers, by his expression, by the cuffs of his shirt, by his movements... each of these things reveals the intentions of a man. That all of this united does not shed light on the competent interrogator is practically inconceivable.
SHERLOCK HOMES, 1982.



The emotional perception has to do with the feelings and how we pass through that filter the experiences that we are living, so that they acquire a meaning or another for us, although it refers to oneself, but we interpret it in the others, through the language, non-verbal, in works of art, music, etc

Man has been using nonverbal communication for more than a million years. It was the first communication system that the human being used to know the attitude and thoughts of others before the spoken language evolved.

Figure 1. Gestures



Have you ever thought about the feeling that you transmit with a smile, a gesture, or a look? *This means "good" in the West; "One" for the Italians, "five" for the Japanese and "you'll get ready" for the Greeks.* (Figure 1)
This means "good" in the West; "One" for the Italians, "five" for the Japanese and "you'll get ready" for the Greeks. (Figure 1)

Many gestures used are common in most countries, but they can mean different things depending on others.

The verbal component is used to communicate information and the nonverbal to communicate personal states and attitudes.

There is a constant dependence between the verbal and the non-verbal system, to the point that it seems impossible to communicate verbally without producing



at the same time a non-verbal sign, since even the absence of the latter communicates.

Non-verbal signs can communicate actively (a certain posture such as crossing the arms) or passively (a perfume) and can be used consciously or unconsciously.

Figure 2. Impact of the message



Albert Mehrabian decomposed in percentages the impact of a message: 7% is verbal, 38% is vocal (tone, nuances and other characteristics) and 55% are signs and gestures.

Figure 2

NON-VERBAL COMMUNICATION

Some of the areas in which non-verbal communication can be divided:

- **Kinesia. Physical characteristics.**

They can remain stable during the interaction period. These are the signs related to the shape of the body, the general appeal, the smells of the body and the breath, the height, the color of the hair, the eyes or the tone of the skin

- **Proxemics. Territory and interpersonal space.**

It approaches the distance that separates people while communicating.

- **Paralinguistics**

It refers to how something is said and not what is said. It involves the qualities of the voice (articulation, lip control, rhythm, tone...) and vocalizations (laughter, yawning, crying, sneezing...)

- **Complements**

Recognize other non-verbal stimuli such as clothing, perfume, eye paint, lipstick color...

1. KINESIA. PHYSICAL CHARACTERISTICS

It is the set of aspects related to the orientation of the body, the postures, the gestures, the expression of the face, the movements of the eyes and the eyebrows, the direction of the gaze.

1.1. La expression of the face

The rules of expression (happiness, fear, sadness) are learned but we are not always aware of them when putting them into practice.



Figure 3. Emotions

To decipher this message we use the sixth sense we call “intuition”.

It is convenient that we train with photographs of faces that reflect different moods: joy, sadness, anger, worry, fear and surprise.

	<i>Cordia-lity</i>	<i>Dominance</i>	<i>Surprise</i>	<i>Joy</i>	<i>Fear</i>	<i>Sadness</i>	<i>Anger</i>
Environment	Proximity	Some ways of physycal contact					
Look	visual contact	Challenging	Wide open eyes		Wide open eyes	Low eyes	
Face			Eyebrows upwards Half-open mouth	Lips Upwards	Eyebrows Upwards + contracted	Eyebrows downwards Lips downwards	Constrained lips
Smile		Smile		Open smile			frown
Tone	Kind voice	Loud voice, fast, strong, confident	Loud voice, inflexions.	Loud voice		Low and slow voice	Loud voice, abrupt inflexions
Posture	Erect	Head backwards	Sudden Motor Paralysis	Head Upwards			Tightened Fists
Thematic	Subject Control						

Table 1. Emotional States

Activity 1.

1.a.- Look at each of the faces that appear (figure 3) and verbalize... what is in the drawing or photograph, how is his face? Is it a person who fees happy, angry or...?



1.b.- Think of a fact that causes you joy, sadness, anger, ... Read the paragraph of a text in front of several colleagues to see if they find out your mood. You can use the elements on emotional states in Table 1.

Figura 4. Estados posturales

1.2. Body Language

Body language¹ also influences the others

The posture is not only a key about the character; It is also an expression of attitude.

General aspects in relation to body postures. Figure 4.



- Body gestures:
 - o Closed: they mark distance and denote incomodity.
 - o Open: They break down barriers.

- Attitude: it indicates our state of mind and interest.
- Position of the speakers face to face/next to/at right angles.
- Look at the eyes shows interest and attention but keeping a steady gaze all the time is provocative.
- Dodging the look, in a chat, before starting to speak is the sign of what we are going to say is the fruit of thoughtful reflection, while to the right and left when they speak to us is a sign of disinterest. Figura 4.
- When we meet someone, we look into their eyes to know their feelings and intentions, then we stop looking at that person for a few moments to express our approval to that person. Avoiding that pause and keeping your gaze fixed can be understood as a provocative attitude.



¹ Lenguaje corporal. 100+TIPS de Comunicación no verbal

<http://issuu.com/ticcepavillaverde/docs/100tipslenguajecorporal?e=15729076/31275476>

Affirming frequently while listening means that we understand and agree or that we want our interlocutor to finish promptly to respond. A slight forward tilt indicates that we are listening, and listening with interest if at the same time we lean to the side.

[Turbalina Blanco](#)² highlights some gestures that you have to take into account in a selection of personnel. Table 2

meaning	Gesture
Lack of self-confidence	Playing with hair
Decision making	Caress your jaw
Interest	Tilt the head
Not believe in what is heard	Look down
Boredom	Head resting on hands/Look down
Evaluation	Hands on the cheeks
Doubts	Rub one eye
Insecurity	Give a jerk in your ear
Negative evaluation	Tighten your nose
Lie, doubt or rejecting something.	Touch your nose lightly:
Authority.	Interlace the fingers
Nervousness and insecurity	Touch or move objects
Impatience	Tap your fingers
Sincerity, frankness and innocence. .	Palm of the hand open showing it
Impatience and worry	Rub your hands
Insecurity or nerves	Eat the nails
Self-confidence	Walk upright
Dejection	Walk with your hands in your pockets or with your shoulders hunched:
Fury, anger, frustration and apprehension	Hands clasped towards the back
Self-confidence and superiority	Sit with your hands grabbing your head from behind
Boredom	Cross the legs, slightly swinging the foot
Crossing the legs with the ankle above the knee is not recommended	
Defensive attitude.	Arms crossed at chest height
Willingness to do something.	Hold hands with your hips
When he/she requests that you trust him/her	Touch the arm of his/her interlocutor

Table 2. Meaning of gestures.

Activity 2:

2.a.- Analyze the two previous photos in figure 3 with your companions. Write down what sensations they transmit.

² Turbalina Blanco. <http://www.labioguia.com/notas/conoce-el-lenguaje-corporal-y-su-significado>



2.b.- Simulate a job interview. One will act as an interviewer and another as an interviewee. Other comrades will act as observers and write down: how do I move? What gestures do I make? Where do I look? What do I do with my hands? Use table 1 and 2 so that you can underscore what you detect, with respect to the interviewee. Then, share your results.

1.3. -The interview and the 7 body movements

In a job interview you have to win the attention of the interviewer [video](#).

The consultant [OCC educación](#)³ recommends us 7 body movements e should know before going to an interview because they provoke emotions. Table 3.

The interviewer can receive positive feelings if the following are put into practice: Approach and connection: When greeting, lean your body forward (this will communicate that you have a personality attentive and open to socialization). When shaking hands, the greeting must be firm, pressing enough and without using too much force (which will transmit security, confidence and a certain warmth).

Another excellent practice would be to start smiling at the recruiter (in a discreet way) when seeing him for the first time, always looking straight ahead and in the eyes, to later anticipate the greeting.

ACTITUDES and EMOTIONS, What do they transmit?	Body movements
Warmth and openness to interaction and socialization	Lean forward with your arms and legs in an open posture with your hands extended towards other people.
Domain, surprise	Lean back with your hands clasped holding the back of your head.
Shy	Place the head "sunk" and leaning to one side, hanging the arms.
<i>Determination</i>	Arms lightly loaded to the table or to the chair, your back perfectly adapted to the chair, with a correct sitting.
<i>Indiference</i>	Position the arms upright as well as the shrunken shoulders with outstretched hands
<i>Anger</i>	Lay your arms out with your fists clenched and your entire body leaning forward.
Interest and attention	Move the head right and deny when necessary

Table 3. The 7 Body movements which provoke emotions according to OCC educación

³ Consultor OCC educación. http://blog.occeducacion.com/blog/bid/202321/La-Entrevista-y-los-7-Movimientos-corporales#.Vnss6_nhDct



What you should avoid

Put limits of space: Do not try to avoid being close to the interviewer. If you put your hand in front to create a barrier or turn your body, these movements will denote rejection, distrust and insecurity

To consider: The interviewer is not like a friend or acquaintance anymore, so avoid reaching with euphoria to greet him and even to pat him on the back

The way you sit: In doing so, always remember to sit well (to the bottom of the chair) avoiding doing it on the edge or at a particular end (especially if the chair is large), since what is transmitted in this case would be Nervousness, also avoid stretching your legs to the front lying on the back as this shows a lack of respect. The proper posture to sit should be upright, sitting in the center and bottom of the chair, keeping arms and legs open and placed naturally in their supports.

Did you know? Sitting correctly in that way turns out to be a great sign of self-confidence. If you keep your back stooped you can reflect insecurity and even boredom.

The movement of the hands or their gesticulation is also an important aspect. Remember to use them only while talking (without exaggeration), making subtle movements, supported by the movements of our head. The movement increases the energy, confidence and variety of the communication channel, but do not exaggerate when doing it, this above all must be natural.

Actividad 3:

3.a.- Present poses that convey one of the 7 attitudes and emotions indicated in table 3.

3.b.- Simulate a job interview, where the interviewee interprets a paper that transmits one of the 7 attitudes and emotions indicated in table 3.

2. PROXEMICS. TERRITORY AND INTERPERSONAL SPACE

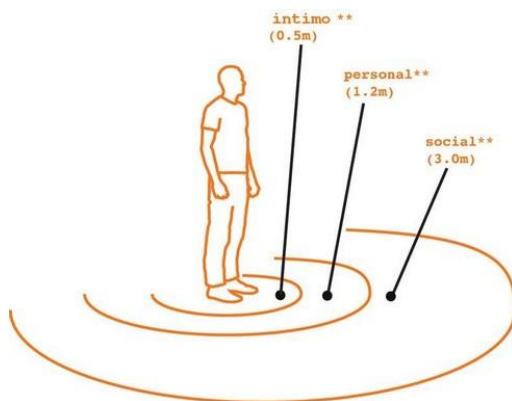
A concept that has a decisive influence on the way we communicate face to face is proxemics, which studies the distance that separates two people when they are interacting. Why is it so important to measure this space that separates us?



In the first place, the distance between two people reveals the affinity they have with each other; A classic example is in the workplace. How many times has it happened to us that we have "suspected" that there was a hidden relationship between two colleagues in the office, without knowing exactly why? apart, of course, from the often inexplicable laughter, casual encounters and mutual excursions to the cafeteria, the close distance they put between them is definitely the right indicator to use.

The term proxemic is related to the territory, the personal or social space and the perception of it by individuals. In each cultural context an interpersonal distance is admitted.

Figura 5. Interpersonal distance



Edward Twitchell Hall (1966) established for the North Americans four different zones or interaction distances (Figure 6):

1. **Intimate**, up to 45 centimeters, is the appropriate distance to quarrel, make love or talk intimately. At this distance communication is not only with words but also the possibility of maintaining a great sensory contact (visual, olfactory, thermal, tactile) between people.
2. **Personal**, from 45 to 75 centimeters in the next phase, and in the distant phase of 75 to 120 centimeters, is the appropriate to discuss personal matters, because at this distance you can greet, touch, shake hands...
3. **Social**, the social distance is 120 to 200 cm; The social distance that corresponds to formal conversations is between three and four meters (usually given between study or work colleagues)
4. **Pública**, beyond four meters, is the appropriate distance to deliver speeches or some very formal types of conversation.



Figura 6. Espacio interpersonal



The intrusions in a territory or personal space are not all the same:

- a. Invasion if it seizes permanent territory of others.
- b. Pollution when we leave traces behind us.
- c. Violation of the territory implies the disrespectful use of an alien territory, it can be done with the sight (to look fixed to someone) or with the body (occupying two seats in the bus ...)

The underground, the train or the bus at rush hour is an example that the intrusions are not all the same. If they were the same, we could not use these transports at times. The invasion that can occur in these spaces is not only bodily, they can also be auditory, olfactory, or sensory of some other type, so that between partners with whom personal relationships are not maintained, maintaining distances of less than 1.25 or 1.5 meters can lead to conflicts.

Figures 5 and 6

Review the book [100 tips on body advice](#)

Activity 4:


4.a.- Imagine that you are the sun and your partners are planets around you.

Piensa que eres "el sol" y que tus compañeros son "planetas" que se encuentran a tu alrededor. Mentally measures the distance that separates you from them.

4.b.- Start talking to some people at a distance of 1 meter. They are approaching slowly (it is not a competition nor an endurance exercise). **When it bothers you, raise your arm and advance one foot. This will prevent them from moving forward.** What happens when someone invades your territory?

4.c.-What do you think about these two images?

4.c.1.- A hand on the shoulder with the thumb separated during the handshake projects... (mark the right option)

Figure 7		<input type="checkbox"/> contempt and disdain <input type="checkbox"/> Power and domain <input type="checkbox"/> Affection and cordiality <input type="checkbox"/> Submission and insecurity
----------	---	---

4.c.2.- Touch the arm while you shake hands projects... (mark the right option)


Figure 8		<input type="checkbox"/> contempt and disdain <input type="checkbox"/> Power and domain <input type="checkbox"/> Affection and cordiality <input type="checkbox"/> Submission and insecurity
----------	---	---

Figure 9. Verbal Paralanguage

3.- PARALINGÜÍSTICS

It is characterized by using the stimuli of the voice for the transmission and interpretation of messages.

The voice is the key element but this communicates with other messages that may or may not coincide with the words we utter. How is this understood? For example, if the word is pronounced strongly, depending on the situation it may signify joy or anger; if the voice is weak and broken it transmits the feeling of sadness.

The elements that compose it are called verbal signs.



The interpretation of the vocal signals depends on the receiver, who makes inferences or judgments of four types of informations:

- 1) **The physical characteristics of the communicator:** physical aspect, age, occupation, , social class, sex, , education and geographical región.
- 2) **Personality:** enthusiastic, apathetic, energetic, alzy, good-looking, ugly, nice, vulgar, cultured.
- 3) **Attitude toward the receiver:** , rejection, kindness, contempt, courtship.
- 4) **Emotional state:** anger, nervousness, joy, sadness, anguish, surprise, doubt.



Trager (1958)⁴ was the first one to be interested in this type of phenomena.

•3.1.- **Type of voice:** depends on sex, age or place of origin.

•3.2.- **Paralanguage in oral communication:**

3.2.1.- Quality of voice: tone, resonance, time, etc.

The tone of voice varies from the most acute to the deeper one, according to the emotional state of the Communicator. The volume expresses the speaker's emotion. It can be soft, regular or strong. A soft voice may indicate shyness or insecurity; instead a very strong voice gives signals of security, dominion or authority.

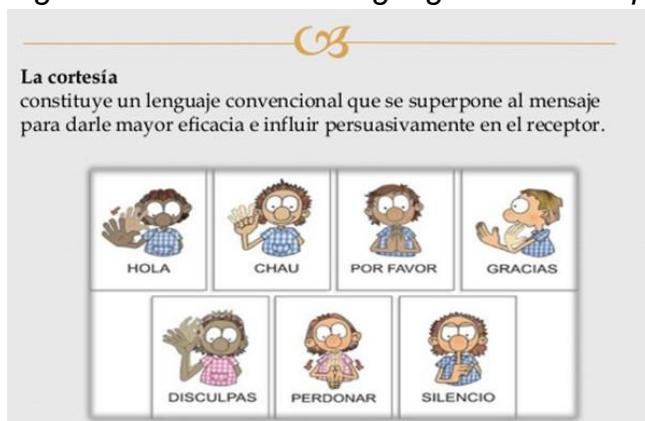
3.2.2.- Vocalizations:

3.2.2.1. Vocal characteristics: laughing, crying, moaning, yawning, belching, swallowing, inhaling, exhaling deeply, coughing, hiccoughing, complaining, screaming, whistling, humming, sighing, laughing, sobbing, murmuring, whistling, clearing your throat, gasping, whispering,.

3.2.2.2. Vocal qualifiers: intensity, tone, extension. Volume (very high to very low) and speed (very slow to very fast). For example, when we are excited we talk faster, more agitated. When we are sure of what we say in an exhibition, we speak louder than when we doubt..

3.2.2.3. Vocal segregation: accompaniment sounds, grunts, pauses of silence, etc. They include vocalizations like "uh," um, "mm," aa, "oh," em "and other variants like these. Two examples: You are distracted in class and suddenly, the teacher asks you a question. Your first answer is: "Eh?"

Figure 10. Verbal Paralanguage. erroneous pronunciation.



⁴ Mcintee, Hielen (1999). Comunicación (Segunda Edición), Ed. Mc Graw Gill, México, 23- 35 p.
<http://www.abc.com.py/articulos/las-senas-vocales-o-comunicacion-paralinguistica-990071.html>



The rhythm or fluidity is the rhythmic order of words and silences. It can be slow or fast, fluid or choppy. A slow rhythm gives us the idea of passivity; too many intermittencies reveal lack of interest or Nervousness and hinder the understanding of the message. The desirable is a varied rhythm, according to the content of the message.

Diction is the articulation and correct pronunciation of phonemes. Its omission or confusion is frequent, especially in colloquial speech, which can affect the comprehension of the message and reveals, in addition, a low cultural level of the speaker. *Figure 10*

Activity 5.

5.a. Write and pronounce correctly the words in figure 10.

.....

5.b. Read some literary texts or poems that convey *modos*. Identify in the class what judgments they produce on you..

Figure 11. verbal paralinguage with courtesy messages



.....
.....

(Translation into Spanish: courtesy is a conventional language that is superimposed on the message to give the message greater

effectiveness and persuasively influence the receiver.)

Activity 6.

6.a.- You are in a cafetería, you meet a person who is drinking coffee, what do you say and what gesture would you do to be polite?

6.b.- Pose other situations in which you use courtesy phrases and gestures. Figure 11.



4.1.- Hygiene

- Take a bath or a bath the day you have the interview. Do not think that a colony serves as a substitute. .
- Use a good deodorant without perfume. Avoid aerosols that leave White marks, especially if you wear black clothes.
- If you have a problem with foot odor, use a good product. Carbon insoles on the shoes are useful since shoes retain odors even if your feet are clean.
- Wash your hair. Hair washed from the previous day may look clean, but absorb odors (from the kitchen, smoke, ...If you use fixative gel do it in moderation, hair with excess gel seems sticky. Invests in a good haircut that is easy to comb.
- Take care of your breath. Do not eat dishes that carry onion or garlic the day before the interview. Use some mouth spray to freshen your breath, just in case.
- Impeccable nails: clean, well cut. Bitten nails transmit anxiety. If you are a woman, do not use garish colors.
- If you have a cold or an allergy attack, explain it and apologize, and have a handkerchief at hand. Do not snort your nose!).
- Make sure the clothes you wear in the interview are freshly laundered and ironed. If the trip to the offices is long, take the jacket in a special bag and hang it in back of the car; if you go by public transport, take it on one arm. Do not show up with totally wrinkled clothes. Take a small travel kit in case you drop a button or some seam starts to open...
- Wear shoes that are clean and in good condition.
- Women who wear stockings should carry spare ones.

The workplace determines the type of clothing that needs to be worn, as it is necessary to blend in with the environment.

This booklet can be completed with the padlet walls that were synthesized in the CEPAS called Table 1, Table 2, Table 3 and Table 4.

This study and activities has been hung on the wall so that the different CEPAs can complete them with videos, power point or comments. Therefore, people who were not in the meeting can participate.

MESA 1 - WORLD CAFE

MESA 2 - WORLD CAFE

MESA 3 - WORLD CAFE

MESA 4 - WORLD CAFE



Solutions: figure 7 (power and domain); figure 8 (affection and cordiality)

Activity 8.

The students will elaborate a padlet Wall that will synthesize those aspects that they consider important.

https://www.youtube.com/watch?v=JBN_3oue0rs

<https://www.youtube.com/watch?v=TgBLjJcoVal>

BIBLIOGRAFÍA

Non-verbal communication.

http://www.ugr.es/~aula_psi/EL_COMPORTAMIENTO_NO_VERBAL.htm

http://cvc.cervantes.es/ensenanza/biblioteca_ele/diccio_ele/diccionario/comunicacionnoverbal.htm

Position and postures of the body.

<http://www.naturopatamasdeu.com/posicion-y-posturas-del-cuerpo/>

Colección “Desarrollo personal y laboral” del Instituto Costarricense de Electricidad. ICE, elaboradas por Dirección de Prensa y Relaciones Públicas de Costa Rica <http://www.negociosyemprendimiento.org/2010/11/coleccion-desarrollo-personal-y-laboral.html>