

Body Language: Key to Professional Success
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Lecture - 05
Oculesics - II

Welcome dear participants to the 5th module of the first week. In the previous module we had introduced Oculesics or the language of the eyes. We had looked at different types of gazes. In this module we would look at the role of eye contact in different interpersonal situations, for example, in the classroom as well as during other certain professional situations like making a presentation and facing interviews etcetera. During any interaction it is important to hold the eyes of the other person you are talking to.


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Eyes and Interaction

- Hold the eyes!!!
- These results suggest that eye contact is an integral/ “hard-wired”) part of human interaction (Bohannon et al. p.2)
- Controlling a person’s gaze. Better retention
- We tend to automatically shift attention in the direction of another person’s gaze, It results in both people attending to the same thing
- This phenomenon of *joint attention* facilitates development of language and social cognition in children



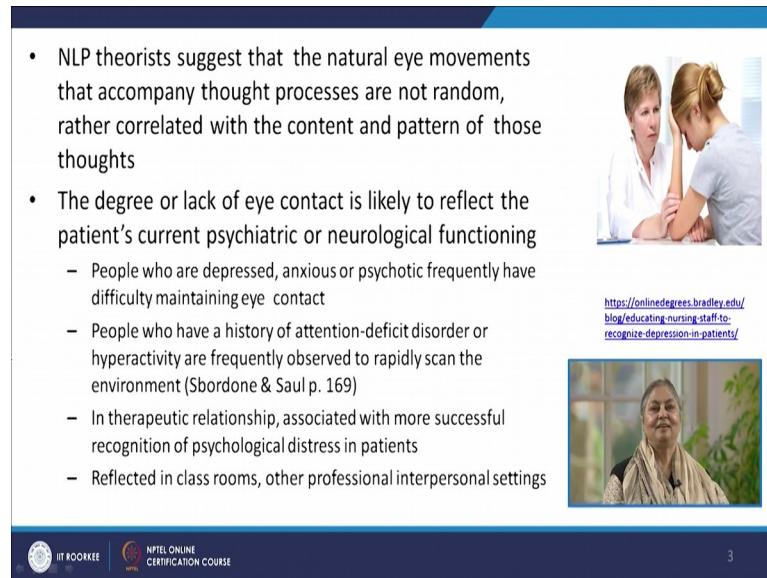
https://redsearch.org/images/p/joint-attention_examples



In fact, eye contact is an integral part of human interaction, in a way it has been found that it is hardwired in our system. If we are able to retain the gaze of a person during our interaction, we find that it results in the better retention of the content. At the same time we are able to explain our ideas in a better way and get an immediate feedback also. If you are able to automatically shift attention in the direction of another person’s gaze, it also results in both people looking at the same thing and attending to the same thing.

We will see how during one to one dialogue as well as in a small group presentations this skill is helpful. This phenomenon of joint attention facilitates development of language as well as social cognition particularly in young children.

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The slide features a blue header and footer. The main content area is white with a blue border. It contains a bulleted list on the left and two images on the right. The top image shows a woman in a white lab coat talking to a patient. The bottom image shows a woman in a white lab coat talking to a patient. A URL is also present.

- NLP theorists suggest that the natural eye movements that accompany thought processes are not random, rather correlated with the content and pattern of those thoughts
- The degree or lack of eye contact is likely to reflect the patient's current psychiatric or neurological functioning
 - People who are depressed, anxious or psychotic frequently have difficulty maintaining eye contact
 - People who have a history of attention-deficit disorder or hyperactivity are frequently observed to rapidly scan the environment (Sbordone & Saul p. 169)
 - In therapeutic relationship, associated with more successful recognition of psychological distress in patients
 - Reflected in class rooms, other professional interpersonal settings

<https://onlinedegrees.bradley.edu/blog/educating-nursing-staff-to-recognize-depression-in-patients/>

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In the previous module we had referred to Neuro linguistic Programming. Theorist were working in the area of NLP suggest that the natural eye movements that accompany thought processes are never random. Rather these eye movements are correlated with the content we are thinking of as well as the larger pattern of these thoughts. The level of eye contact as well as in some situations and absolute lack of eye contact reflects the persons psychiatric or neurological functioning.

In various medical journals this aspect has been commented on and later findings have corroborated them in professional situations also. Medical researchers have found that amongst people who are depressed or anxious or psychotic, there is a difficulty in maintaining a good and frequent eye contact.


Similarly, people who have attention deficit disorder or hyperactivity are frequently observed to rapidly scan the environment in a single gaze. In therapeutic relationships a good eye contact is associated with a better and more successful recognition of psychological distresses in patients. We can also say that these tendencies are reflected in our classroom also when we are engaging a class as well as in other professional interpersonal settings. These findings are equally well it in the classroom situations.

All of us know on the basis of our experience that as teachers we might be looking at anywhere in the classroom at anytime, but students tend to learn more from those teachers who they think are trying to maintained an eye contact with them. And they automatically are rather bored with those people who are referring to their notes continuously or simply writing on the blackboard without maintaining an eye contact.

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Eye Contact in Class Rooms

- Bensing et al: Teachers may be looking anywhere in a classroom at any given time, but students learn more from those teachers who look at the students most of the time : establishing eye contact and less from those who look at the board or their notes more frequently
- Manusov & Patterson: potentially important eye behavior for teachers is the “teacher stare,” which is often used to help manage students’ class room behavior (p. 428)
 - Teachers can avoid unnecessary hostile attribution with unruly pupils by considering proximity, and brief eye contact
 - It is important to avoid unnecessary extended eye contact as too long a stare may generate a perception of hostility or threat in some



<https://teachlikeasuperhero.blog/tag/snake-eyes/>

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Manusov and Patterson have reflected on the potentially important eye behavior for teachers which they have termed as the “teacher stare” and we often use it to manage the students class room behavior. At the same time we find that we can avoid unnecessary hostile attribution with unruly pupils by considering proximity as well as brief eye contact with them. However, at the same time it is important that we avoid unnecessarily extended eye contact with a particular person as too long is there may generate a perception of hostility or threat or at the same time may make the person unnecessarily defensive.

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Eye Contact During Panel Discussions

- Panel and other public discussions call for special physical arrangements and other preparations
- All discussants should be able to see each other and audience at all times to facilitate direct interaction
- Panelists are seated in a semicircle in front of the audience with the moderator either at one end or in the center
 - Given image: Chairs are arranged in a slight semi-circle, so the panelists can all see each other. There are paper name-tents in front of each speaker. And the lighting in the room is adequately bright



(Image : <http://www.scottkirsner.com/panels.htm>)



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Eye contact is equally important during the panel discussions also. In panel discussions as well as another public discussions we find that the physical arrangement of seating is very meticulously designed. It should be designed in such a way that all these speakers are able to look at each other maintain a positive eye contact with every other participant in the panel as well as they have an unobstructed eye contact with the audience also.

Here in the given picture we can feel that panelist are seated in a semicircle in front of the audience and then at the same time there are proper paper name tents in front of each speaker and the lighting is also adequately bright. In comparison to these seating arrangements where a positive eye contact is encouraged, we can also look at certain other images where the eye contact is not fully possible.

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Examples of Poor Set-Up

- Nice stage set-up, with low (coffee) tables and comfortable chairs for panelists
- But the chairs are set in a straight line, rather than a slight semi-circle, which makes it tough for a panelist on one end to make eye contact with the person on the other end

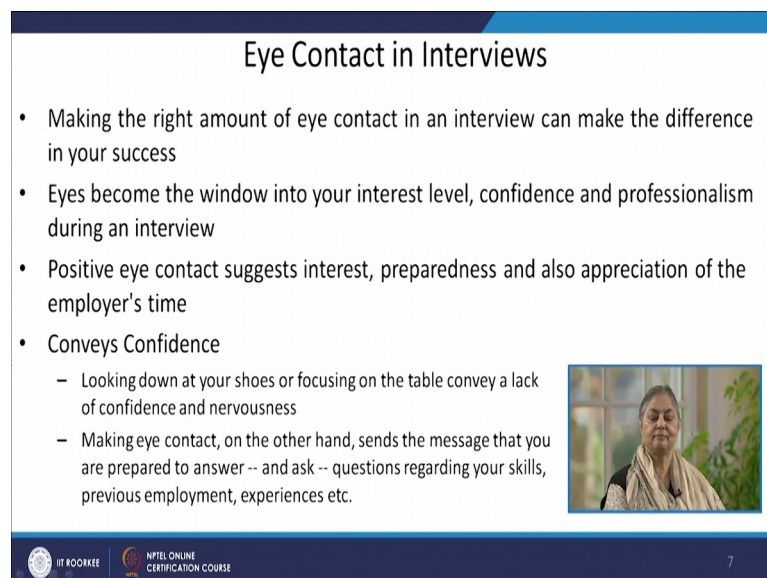
Image source: <http://scottkirsner.com/panels.htm>

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In this image we find that the decor or the mise-en-scene is very nicely done there is a nice stage setting there are comfortable chairs, there are low tables so, that the view with the audience is not obstructed. But the chairs have been put in a straight line so, that the speakers are unable to have any eye contact with each other while they are participating.

The level of participation as well as the enthusiasm of the speakers would automatically be adversely affected in this situation. These two different seating arrangements automatically convey the significance of eye contact in these type of situations.

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Eye Contact in Interviews

- Making the right amount of eye contact in an interview can make the difference in your success
- Eyes become the window into your interest level, confidence and professionalism during an interview
- Positive eye contact suggests interest, preparedness and also appreciation of the employer's time
- Conveys Confidence
 - Looking down at your shoes or focusing on the table convey a lack of confidence and nervousness
 - Making eye contact, on the other hand, sends the message that you are prepared to answer -- and ask -- questions regarding your skills, previous employment, experiences etc.

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Eye contact is equally important in all the interview situations. In fact, it can be said that a direct and positive eye contact can often make the difference between one selection or rejection. Eyes indicate the level of our interest; they also indicate the level of our confidence as well as the level of professional preparation during our interaction.


A positive eye contact suggest interest as well as preparedness on the part of the candidate as well as it also suggest that the person is careful of the employers, time and energy and is fully prepared to appreciate it and this is reflected not only with the help of the answers, but also with the help of eyes eye level conveys confidence.

So, if a candidate during an interview looks down at the shoes or focus is on the table, then these type of gaze directions convey a lack of confidence less prepared candidate as well as a nervousness on his or her part. At the same time making eye contact in a positive and confident manner sends the message that the candidate is fully prepared. During the interviews sometimes candidates become confused as to with home they have to maintain the eye contact.

If they are being interviewed by a group of people then should they only focus on the person who is ask the question or should they look at the complete team. I would suggest that one should focus automatically more on the person who has asked the question, but while they are answering they should also maintain an equal eye contact with the rest of the team members also.

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- Exhibits Honesty
- Make eye contact but avoid a sudden change in eye contact
- "If you've been making great eye contact the whole interview and suddenly start blinking rapidly -- more than 70 blinks per minute -- when asked a question, this can indicate stress and a desire to avoid the truth," said Patti Wood, body language expert and author of SNAP
- Interest and Intent
- Allow your eyes to light up when the interviewer is talking about something particularly interesting or you are revealing information you are proud of
- This sparkle, in turn, inspires the employer, letting her know that you are interested and engaged in what is being presented or expressed



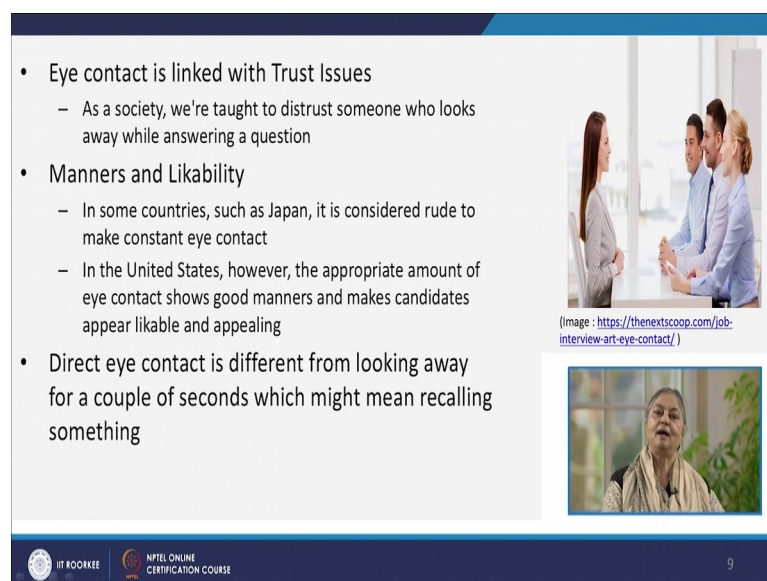
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A positive eye contact during interviews exhibits honesty as well as interest and intentions of the candidate. While it is good and advisable to make a positive eye contact one should also be careful not to introduce a sudden change in once eye contact. For example, you have been facing the interview board with a positive eye contact, but suddenly in answer to a particular question you start blinking or you start avoiding the gaze, then it would send negative messages immediately. If not about the whole candidature then definitely about that particular point where you had started blinking or avoiding the gaze.

Some people have a particular sparkle in their eyes; the eyes shine and often we find that the shine or a sparkle is associated with the level of preparedness. If a candidate is fully prepared and is confident that the answer he or she is providing is correct then automatically there would be a shine and confidence in the eyes. This shine and a sparkle allows the interviewer to think that what you are talking about is actually an aspect in which you are interested and at the same time you are revealing and information of which you are proud.

It is important that when you are giving information about your achievements, about your past experience or your academic excellence then it has to be given with a certain level of confidence and sparkle in the eyes. This is sparkle inspires the employer who may think that here is a candidate who is definitely interested in the position.

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- Eye contact is linked with Trust Issues
 - As a society, we're taught to distrust someone who looks away while answering a question
- Manners and Likability
 - In some countries, such as Japan, it is considered rude to make constant eye contact
 - In the United States, however, the appropriate amount of eye contact shows good manners and makes candidates appear likable and appealing
- Direct eye contact is different from looking away for a couple of seconds which might mean recalling something

(Image : <https://thenextscoop.com/job-interview-art-eye-contact/>)

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Eye contact is often linked with the trust issue because as a society we have been taught right from the childhood that someone who looks away during the conversation, while answering a question is not a person whom we can trust easily. And therefore, in the contacts which we have already decided for this dialogue of body language during this course, eye contact is definitely linked with the trust issue. It is also linked with good manners and likeability in some countries for example, in Japan, in traditional setups people are still encouraged to avoid a direct eye contact which may sometimes be understood as being rude.


In comparison to that in the USA we find that a directness of the gaze is always preferred. While it is good to be aware of the cultural differences which exist and one should be sensitive to them. It is also important that a directness of the gaze is something which is more and more being considered as an exhibit a once level of confidence and openness. During our conversation it is important that we maintain continuously a direct eye contact. Sometimes it may be possible that in order to think about something or in order to organize our ideas we look away as in exhibition of an invert thought for a couple of seconds and this is perfectly all right.

So, this is a part of the direct eye contact and it should not be thought that even while you are looking away for a couple of seconds in order to reorganize your ideas, it is something negative. During a presentation as well as during a one to one conversation it is important to captivate the eyes of the person with whom you are talking.


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Controlling Eyes during Dialogue

- To keep control of where a person is looking, use a pen to Point to the presentation
- Verbalize simultaneously what the other person sees
- Next, lift the pen from the presentation and hold it between his eyes and your eyes
- This has the magnetic effect of lifting his head so that now he is looking at you and he sees and hears what you are saying, achieving maximum absorption of your message (Pease pp. 189-190)



(Image: http://westsidetoastmasters.com/resources/book_of_boddy_language/chap8.html)



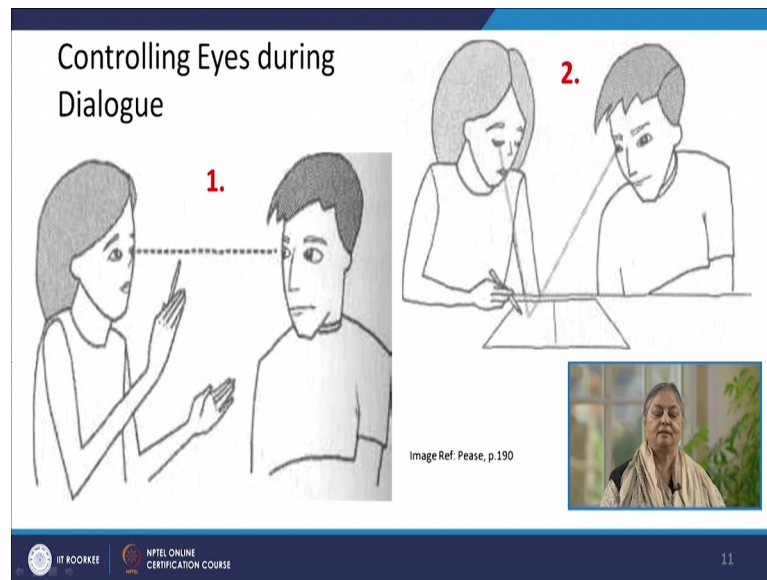
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In order to control the gaze of a person you are interacting with sometimes a pen or a pointer may be used during the presentation. While you are talking to a person and you find that the other person is looking at some other places which indicates that he or she might not be very interested in what you are saying or is busy in one's own thoughts. Then it sometimes works as a good strategy you can use a pen or a pointer and gradually bring this in front of the eyes of that person, gradually you would find that the eyes of that person are focused on this pen and gradually this pen can be brought to the point which you want to illustrate.

So, you would find that gradually by captivating the eyes of the other person, you would be in a position to make the other person look at the point you want to highlight. This is important not only during these type of presentations where you are displaying something on some type of a board or a screen, but it is equally important when you are displaying something on a piece of paper to someone.

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The same strategy works during this type of dialogues also this particular image which I have taken from LNPs illustrates it very significantly. As you can see in the 1st image the speaker is trying to ensure that the gaze is shifted towards the tip of the pen and then in the 2nd image the person has gradually brought the pen to the point in the book or the notebook where the person has to concentrate.


So, controlling eyes during the dialogue also controls the thought patterns of the other person. During other public speech situations as well as during any social interaction where one is in a formal position presenting something.

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Eye Contact and Public Speech/Interactions



- Eye contact is needed for building trust and engaging the audience
- Opening up your body to audience
- Focus on the near eye zone
- Make gentle eye contact, slow breathing, as a painting/landscape
- Contact briefly after a few seconds – interject with nod, hand in hair, looking at roof etc.



<https://www.youtube.com/watch?v=ysokVXaLM0>

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Maintaining an eye contact is very important often we have to make presentations during conferences and we may be asked several questions. While answering these questions it is important to have a positive eye contact to build trust and engage the attention of the audience. In these situations, it is advisable to engage the whole body open the whole body towards the audience turn in such a manner towards the audience that the person feels that you are actually turning to look at the person listen to the question, which is being asked and then answering to that.

These suggestions help a person to think that you are genuinely interested in the question which has been asked. In the particular video you would find that these aspects of opening up one's body as well as maintaining the eye contact is done very nicely.

He is world renowned for making people feel like even when he speaks to them down a line as he shakes their hand. He makes them feel like they are the only person in the room like there is a person that he cares most about and people always question, what it is that creates this effect; my hypothesis my thesis if you will is that its his eye contact.

I think governor of a small state for 12 years, I will tell you how it's affected me every year congress and the president signed laws that makes a makeup. So, the first thing you will notice and throughout this is that probably 90 to 95 percent of the time that bill Clinton is speaking, he is looking directly at this woman. He holds eye contact with her.

A lot of people struggle to do this; when they are listening they have no problem looking someone in the eyes, but when it comes time to speak they get very very very uncomfortable with it, they cannot think straight the one of the things that bill Clinton does very well is when he breaks eye contact is not an abrupt thing.

In fact, as he walks away from this woman, he signifies with his body first that he is about to leave by shifting his weight continues to speak for a few more seconds and only then does he look away. So, that way the eye contact is not immediately broken there is a sense that he is about to wrap up, what he says and its almost like saying goodbye. So, she knows that its over. So, just like.

So, most people are working harder for less money than they were making 10 years ago, it is because we are in the grip of a failed economic theory and this decision you are about to make better be about what kind of economic theory you want not just people saying I want to go fix it, but what are we going to do, but I think we have to do is invest in America

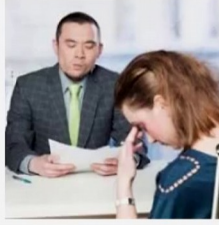
So, he starts shifting his body right here you can see he is about to walk away.

From jobs American education control American health care costs and bring the American people together again.


We have been talking about the significance of good and positive eye contact, but a too much emphasis on eye contact during initial contact etcetera.

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- Too much emphasis on eye contact during initial contact etc. may create unease in a communicator during some professional situations – presentations, group discussions, interviews, brain storming etc.
- May create tensions and it may be difficult to stay calm, cool, and collected when first introduced to a key professional situation
- It has been noticed that people are simultaneously hyper aware that it is important and completely unable to do anything about it to make it better



(Image: https://www.google.com/search?q=interview+eye+contact%2Bimages&tbm=isch&source=univ&sa=X&ved=2ahUKEwj_hN37uO_gAhUJwI8KHUuDDDDQ7Al6BAgEEAO&biw=953&bih=909)




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Sometimes may create a level of discomfort in the communicator and one may feel rather apprehensive of this pressure of maintaining good and positive and open eye contact, while making a presentation while participating in a group discussion interviews or brainstorming sessions etcetera.

And therefore, this pressure would somehow make us fidgeting and therefore, it has been noticed that they are people who are acutely aware of the fact that they have to maintain an eye contact and is still there unable to do it, it results in negative body postures also. So, what strategies we can adopt to avoid distinction?

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- Too much eye contact is just as bad, if not worse than limited eye contact.
- Should not stare deeply into the interviewer's eyes—the entire interview with minimal blinking.
- Also don't pick a random object on interviewer's desk to keep looking back at when you don't know where to direct your gaze, and end up talking to, say, a paperweight!
- Instead, go for a happy medium
- An effective trick, first mentioned by Dale Carnegie, is to look at your interviewer's eyes long enough to register what color they are before looking away. For whatever reason, this amount of time feels natural—and effectively mimics those lucky non-awkward people who can do this instinctively



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In order to avoid these situations sometimes people try to pick up a random object for example, a paper weight which is lying on the table and then they keep on looking at it. In fact, they may end up talking to a paper weight instead of talking to the interviewer. However, if a negative eye contact is, but too much of an eye contact is equally bad if not worse. If somebody stares deeply into the interviewers eyes, the entire interview may end up with minimal blinking and creating a very strength impression on the other person.



In order to avoid these two situations of extreme, we should try to plan and prepare for a happy medium. I would like to mention a trick which I have found very effective it was first mentioned by dale Carnegie and the trick is very simple; that means, that you have to look at the interviewers eyes long enough to register the colour of the interviewers eyes. For whatever reason this fraction of seconds of eye contact allows a person to think that you are not hesitant in making a positive eye contact and often it helps those people who feel awkward in maintaining a proper eye contact.

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Eye Contact During Presentations

- Establish healthy-friendly eye contact with your audience
- Cant look at everybody
- “Top of Head” look at the first row
 - Aim at a couple of inches above the heads of people without actually looking at a single person
- Think of the audience as sitting in a "Z" formation
 - Start with a familiar or friendly face
 - Look at that person for 3-5 seconds, or to complete a thought
 - Then move on in a "Z" around the room
 - Break your "Z" by starting from the middle or the back of the room to vary your eye contact



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Maintaining an eye contact during presentations may be rather tricky particularly if the size of the audience is pretty large; obviously, we cannot look at everybody therefore, certain a strategies can be used. A particular strategy is to look at the top of head at the front row of people who are sitting in the hall.



For example, you can look at the first row, but instead of looking into their eyes, you can try to look at couple of inches higher than the head for example or the airline and then the people who are sitting on the back rose would automatically think that you are trying to look at them as well as the front row people also. Another trick is to think of the audience as sitting in a Z formation. With the help of the eyes you try to gaze at the people making a Z and different points of this Z would allow you to maintain a positive eye contact with different sections of the people.

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Eye Contact During Presentations

- Look at every section of the audience at least once or twice. Vary the gaze and intensity to suit the content
- Make full eye and whole-face contact (smile, nod) when someone asks a question
- In larger groups you usually stand further back, or on a lectern, so a different approach is needed
- By pegging a real or imaginary point or person at each corner of the group and one in the centre, when you stand at a distance of 10 yards (10m) from the front row, approximately 20 people in a group of up to 50 will feel you are looking at them individually as you speak and so you can create an intimate bond with most of your audience (Pease p. 188)

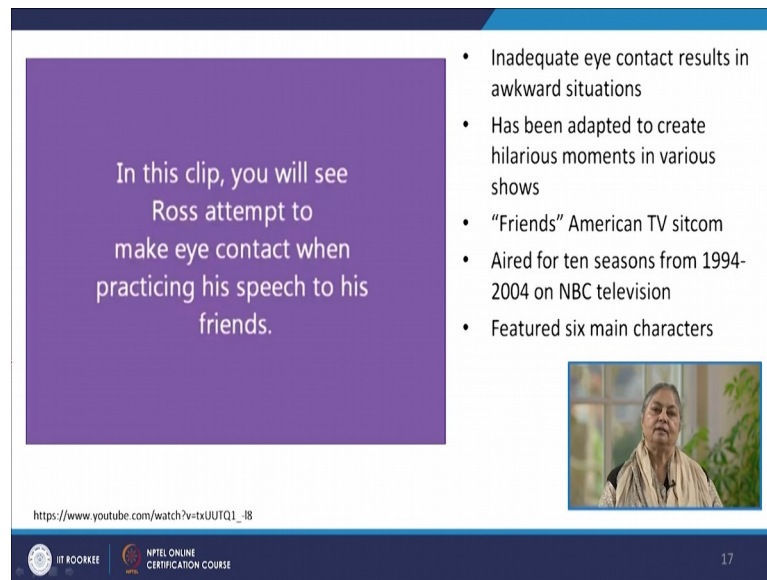


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While making the Z with your eyes, it is also important to look closely at certain sections of the audience once and twice varying the gaze depending on the suitability of the content. While we make a full eye contact a positive eye contact, it is also important to learn that the whole face contact should also be accompanied with it. As we would see later on in our discussions of body language, the whole face contact which incorporates the smiles as well as nods depending on the content also incorporates a feeling of positivity among the audience particularly during the interaction sessions.

At the same time if you are standing on the left turn, then you also have to peg a real or imaginary point or person in every corner of the group and then by maintaining different types of eye contacts you would find that you can create this impression among the audience that you are looking at a larger number of them. And even if we are not able to maintain a direct eye contact with a large audience, it is absolutely essential to pass on this impression that we have this desire to maintain this eye contact and in fact, we are maintaining this eye contact in the given situation.

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In this clip, you will see Ross attempt to make eye contact when practicing his speech to his friends.

- Inadequate eye contact results in awkward situations
- Has been adapted to create hilarious moments in various shows
- “Friends” American TV sitcom
- Aired for ten seasons from 1994-2004 on NBC television
- Featured six main characters

https://www.youtube.com/watch?v=txUUTQ1_18

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Inadequate eye contact results in very awkward situations. In fact, the significance of eye contact has been adapted in various TV shows to create certain hilarious moments. Some few of might be familiar with the famous American TV sitcom friends, which was aired between 1994 and 2004 for 10 seasons on NBC television. This is a story which is based on six friends and in this particular clipping you can look at some various hilarious moments when different friends try to incorporate eye contact sometimes too much eye contact and sometimes very little eye contact.

There are three primary concerning sediment flow rate each of these theories can be further subcategorized into.

Its a face apology you know look him in the eye, I know I could get.

I do not know.

I am telling you, I can do it.

You can do it.


Hey, listen guys we feel really terrible.

(Refer Time: 24:44) eye contacting do not look at him do not look at him.

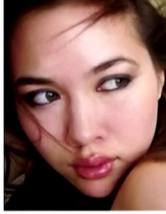
Come on you guys we want you to know we are very very sorry.

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The Sideways Glance: two entirely different messages




1. Hostility,
Uncertainty,
Suspicion



2. Interest
Neck is exposed –
the head may tilt to
the side, raised
eyebrows, little
smile or a pout,
courtship signal

Head will turn away aside, eyebrows will furrow, lines may appear on the forehead, mouth will go critical furrowed, down-turned

http://westsidetoastmasters.com/resources/book_of_body_language/chap8.html



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Whereas in interactive situations a positive eye contact is important, it is also helpful for us to understand what different type of glances and gazes mean to us. Let us look at the sideways glance and what are the different messages it may communicate. It may communicate a sense of hostility, uncertainty or suspicion and at the same time it can also give a suggestion of being interested in the other person. In order to understand what exactly is the emotion which is being conveyed, we have to look at accompanying kinesic behavior.


If it is the emotion of hostility and suspicion which is being passed on, you would find that the head would turn away, the eyebrows would furrow, lines would appear on the forehead, mouth will drupe and go critical. At the same time if somebody is interested, then the neck maybe exposed, the head may be tilted the eyebrows may be raised there may be a little smile and often you would find that this is understood as a courtship signal also.

So, you would find that in order to understand the glance and its significance it is imperative for us to look at the interpretations of the accompanying body signals also. As we have discussed earlier a particular isolated nonverbal signal is like an isolated word which may have different meanings. Its only when we look at the cluster of kinesic movements that we are able to fix the meaning by putting it in a sentence.


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Extended Blinking

- Extended Blinking is an unconscious attempt by the person's brain to block others from their sight because they've become bored/disinterested/superior/smug attitude
- It's as if their brain can no longer tolerate dealing with you so their eyes shut for two to three seconds or longer to wipe you from sight and remain closed as the person momentarily removes you from his mind (Pease p.180)
- Internal thoughts



(Image: <http://texastravesty.com/briefs/02/07/2017/mike-pence-celebrates-inauguration-first-blink-year>)



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Similarly, you would find that extended blinking also occurs in an unconscious manner. It may occur when either a person is engrossed in one's own thought and wants to cut off from the whole situation or on the other hand wants to in a way block others from the sight and from the cognizes itself.

The extended blinking suggest that the brain does not want to tolerate dealing with the other person who is talking or the person is not interested in the content at all finds it extremely painful. So, you would find that the eyes would shut automatically for two or three seconds are even longer and this sight remains closed as a person wants to remove you momentarily from his mind we can understand that it is a negative gaze. Let us look at some other examples of darting eyes, stammering eyes or even the gaze avoidance.


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Gaze Avoidance: Darting and Stammering Eyes

- Darting Eyes : as if the person is checking out the activity in the room. Authority
- Or, brain is searching for escape routes
- Reveals a person's insecurity about what is happening
- Also lying, but practiced liars learn to hold the gaze
- Stammering Eyes: action of keeping the eyes closed for prolonged periods of time
- Gaze avoidance might be more closely associated with the intent of appearing more subordinate, or to reduce anxiety and intensity so as to diffuse the situation



(Image: <https://www.dailymail.co.uk/news/article-2171330/People-shifty-eyes-arent-dishonest-theyre-just-thinking-hard.html>)



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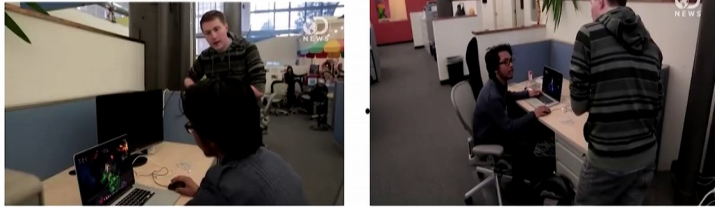
Darting eyes suggest the gaze in which a person enters the room and suddenly wants to check at what is happening in the room in a single gaze. Sometimes you would find that it may suggest authority a person in authority has entered the room and wants to find out what everybody is doing or at the same time in situations of extreme nervousness, when the brain is trying to look for a possible escape route. In these situations if it is suggested and authenticated by the rest of the kinesics signals, then it reveals the insecurity of a person.

Darting eyes are also associated with the line behavior of people however researches tell us that practiced liars have learnt to hold the gaze for a longer period. So, holding the gaze for an unnecessarily longer period as well as darting eyes both may suggest that the person is lying. At the same time stammering eyes suggest an action of keeping the eyes closed for prolonged periods of time; that means, that we do not want to speak out what exactly is in our mind.

And all together gaze avoidance is normally associated with negative emotions, a person may be nervous may be feeling downcast wants to avoid the other person, wants to show the anger etcetera or the superiority. However, you would find that sometimes gaze avoidance may also be associated with the intention of coming across as a more subordinate person or sometimes it may be in excuse to reduce the anxiety and intensity so, as to defuse a situation.

So, we have looked at different types of eye contacts where as a positive eye contact is very important for us. A negative or shifty eye contact also passes on negative associations for us. However, I would retreat this fact that in order to make out the true interpretation of the oculesics behavior. It is important to authenticate it by looking at other associated signals also.


(Refer Slide Time: 30:14)



Lying through eyes!

Eyes connected with other cues from body language

www.youtube.com/watch?v=z4f48M999RK




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A very interesting we do you suggest how eyes are connected with other cues from body language and how they help us to reach a particular conclusion.

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- Argyle (1992): listeners look more than the speaker at the face
 - Often 70 to 75 % of the time
 - To pick up the non-verbal accompaniments of speech
- Variations between speed of speech and speed of comprehension
 - Capacity to listen 650 to 700 words per minute
 - Normal speaking rate is 150 to 160 words per minute
- Average listeners have three-quarters of the listening time
 - To evaluate, accept, reject, contest what is being said
 - Urge to interrupt the speaker to ask questions

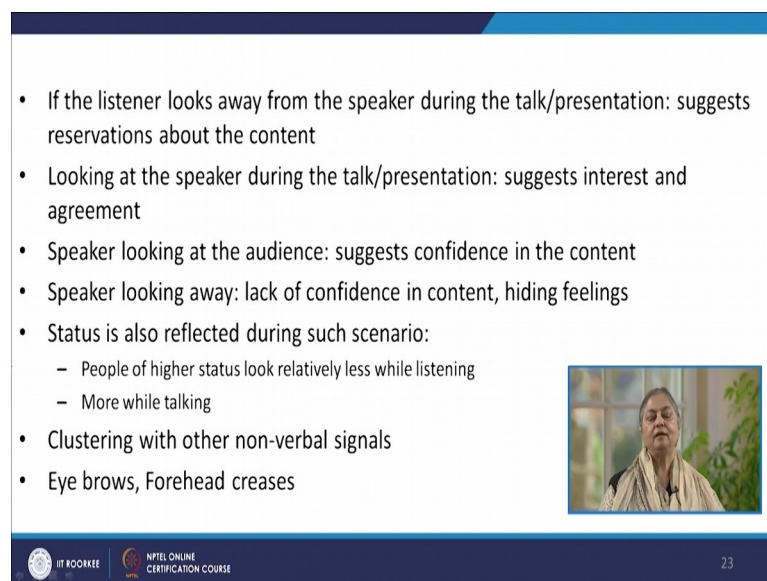


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Here I would also like to point out that there is a variation between the speed of speech and the speed of comprehension. Normally we have a capacity to listen somewhere around 650 to 700 words per minute and I am talking about an averagely educated person. However, the rate of a speech is relatively slow we normally cannot speak for more than 150 words per minute. We speak more words than this then the speech would become too fast and the audience would not be able to comprehend properly.

Therefore, we find that average listeners have three quarters of the listening time and they automatically use it to evaluate the content of what is being set; to focus on the kinesics signals, to look at the eyes, to accept reject or contest what is being set. And often you would find that impatient students as well as impatient participants in any professional dialogue, can of an interrupt the speaker to ask the questions and this is normally done to pick up the non verbal accompaniments of speech.

(Refer Slide Time: 31:42)



- If the listener looks away from the speaker during the talk/presentation: suggests reservations about the content
- Looking at the speaker during the talk/presentation: suggests interest and agreement
- Speaker looking at the audience: suggests confidence in the content
- Speaker looking away: lack of confidence in content, hiding feelings
- Status is also reflected during such scenario:
 - People of higher status look relatively less while listening
 - More while talking
- Clustering with other non-verbal signals
- Eye brows, Forehead creases

If the listener looks away from the speaker during the talk or presentation, it suggest that the listener does not necessarily agree with the content or has certain reservations about it. Looking at the speaker during the talk suggest interest and agreement also. If a speaker looks at the audience it suggest confidence with the content as well as an openness to share the content with the audience.

However, if the speaker looks away from the audience, it suggests that either the person does not have confidence in the content or wants to avoid further questioning or at the

same time may try to hide certain feeling. In certain scenarios particularly in professional situations one status is also important. People of higher status look relatively less while they have to listen to what other people say and they look at their subordinates more while they are talking to them or passing on certain instructions to them. So, clustering with other nonverbal signals is important as we have already seen in the previous video.

(Refer Slide Time: 32:55)

Left
Constructed images

Right
Remembered images

Visualizing
Constructing / lying

Visualizing
Remembered Images

Auditory
constructing sounds

Auditory
remembering sounds

Kinaesthetic
checking out feelings

Kinaesthetic
having Internal dialouge

- Neuro Linguistic Programing
- Dr. Richard Bandler and Dr. John Grinder
- Learning the languages of your mind
- Random movements of the eyes indicate which background process is running through the mind
- Reflected through direction of gaze


Eyes position as looking at another person

Image Courtesy "Oculesics." KNOW THYSELF, 19 Jan. 2018, knowyourself59.wordpress.com/2017/04/06/oculesics/


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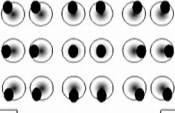
We had referred to neuro linguistic programming in our previous module. It was started by Doctor Richard Bandler and Doctor John Grinder and we can see that it is like learning the language of our own mind. They have authenticated with the help of their research that the random movement of the eyes indicate the background processes which are running through the mind of the speaker and then this is reflected through the direction of gaze. In our previous module we have discussed it in detail and if you look closely at this diagram you would find that this is further information about it.

(Refer Slide Time: 33:38)




What Eyes Can Tell





Up:right: Visual imagining, (Fabricating, Lying)	Up: Thinking, Recalling a memory, Boredom, (Smell) With lowered head: Coy, Suggestive Eye shrug: Frustration	Up:left: Recalling image, Truthfulness
Right: Listening, Imagining, Creating, (Guessing, Lying, Storytelling, Imagining sound)		Left: Listening, Recalling, Remembering, (Facts, Truth, Recalling sound) Side to side: Lying
Down:right: Accessing, Feeling	Down: Sad, Submission, Fear, Guilt, (Taste), Respect	Down:left: Self-talking, Rationalizing
Eye contact: Confidence, Sincere interest, Honesty, Attentiveness	Avoiding eye contact: Lack of Confidence, Lack of Trustfulness	Staring: 'I want that' or Challenging, Aggressive, Affectionate, Deceptive Glancing: Shows desire

Source:
<http://www.hwaoconsulting.com/communication/non-verbal-communication>




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This diagram also retraites the findings of NLP which are helpful for us and we are told what may be the indications, if the person is looking at a particular direction. You would find that the left and right directions are indicative of different types of thinking procedures.

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- NLP: What different directions of gaze can tell us
 - William James, *Principles of Psychology* (1890), originally documented the association of eye movements with thought processes; described that merely thinking about a visual image caused "a fluctuating play of pressures convergences, divergences and accommodations in eyeballs"
 - Idea remained dormant till 1970's

www.youtube.com/watch?v=ZAP36L2Mq8



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Though NLP as a science has been established relatively recently, we find that the first indications of NLP are found in William James treatise *Principles of Psychology* which was published in 1890. A students of literature in general are familiar with this work

because it is this work which for the first time had also mentioned the phrase stream of consciousness.

William James had originally documented the association of eye movements with the thought processes and he had described in principles of psychology that merely thinking about a visual image caused if fluctuating play of pressures, convergences, divergences and accommodations in eyeballs. However, this idea had remained dormant till 1970s. The video which we would play right now encapsulates the basic findings of NLP as far as eye contact is concerned.

We hold different pieces of information in different parts of our brain and usually when we are thinking about a particular type of information our eyes will go in one particular direction. Ask most people about a memory that they can visually recall in their brain and it may be a childhood memory, when they were playing in the part of friends they will look up and to the left as they recall that memory. But if you ask people about linear things like data statistics ask them to add up numbers they will quite often look up and to the right.

People when they are being emotional upset the feeling channel is down here and to the right whereas, we quite often see people when they are talking to themselves, they will look down and to the left as they formulate an answer to something. There is also horizontal which is your audio channel. If you are at home late at night 3 O clock in the morning and you hear a noise outside.

If it's the cats playing around with bins or something that you know the sound of you are quite often look to the side to the left because this is your recall site its a sound you understand then you know; however, if its a sound you do not understand and you do not know you look to the right and try and work out what.

So, with this we end our discussion of oculesics; however, later on when we will look at the clustering of different types of kinesics signals, we would be referring to some gazes once again.

Thank you.