

VERBAL AND NON-VERBAL COMMUNICATION**Abdurasulova Nilufar**

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Annotation

This thesis examines verbal and non-verbal communication as complementary systems through which humans convey meaning, emotions, and social intent. Verbal communication refers to the use of spoken or written language to transmit information explicitly through words, grammar, and syntax. It is central to complex reasoning, knowledge exchange, and institutional interaction. Non-verbal communication encompasses facial expressions, gestures, posture, eye contact, proxemics, paralanguage, and body movement, often operating subconsciously and conveying relational and emotional content.

Keywords: Verbal communication, Non-verbal communication, language processing, discourse, body language, facial expressions, gestures, eye contact, paralanguage, emotional expression, interpersonal communication, social perception, syntax.

Аннотация

Данный тезис рассматривает вербальное и невербальное общение как взаимодополняющие системы, через которые люди передают смысл, эмоции и социальные намерения. Вербальное общение подразумевает использование устного или письменного языка для явной передачи информации с помощью слов, грамматики и синтаксиса. Оно является центральным для сложного рассуждения, обмена знаниями и взаимодействия в институтах. Невербальное общение охватывает мимику, жесты, осанку, зрительный контакт, проксемику, параязык и движения тела, часто функционируя на подсознательном уровне и передавая реляционное и эмоциональное содержание.

Ключевые слова: Вербальное общение, Невербальное общение, обработка языка, дискурс, язык тела, мимика, жесты, зрительный контакт, параязык, выражение эмоций, межличностное общение, социальное восприятие, синтаксис.

Annotatsiya

Ushbu tezis insonlar ma'no, his-tuyg'u va ijtimoiy niyatni yetkazish uchun ishlatadigan og'zaki va og'zaki bo'lmagan muloqotni to'ldiruvchi tizimlar sifatida o'rganadi. Og'zaki muloqot ma'lumotni so'zlar, grammatika va sintaksis orqali aniq yetkazish uchun ishlatiladigan og'zaki yoki yozma tilni anglatadi. Bu murakkab fikrlash, bilim almashish va institutlararo muloqot uchun markaziy ahamiyatga ega. Og'zaki bo'lmagan muloqot qiyofalar ifodasi, imo-ishora, tana holati, ko'z bilan aloqa, makon ishlatish, paralingvistik vositalar va tana harakatini o'z ichiga oladi, ko'pincha ong ostida ishlaydi va munosabat hamda his-tuyg'u mazmunini yetkazadi.

Kalit so'zlar: Og'zaki muloqot, og'zaki bo'lmagan muloqot, tilni qayta ishlash, diskurs, tana tili, yuz ifodasi, imo-ishora, ko'z bilan aloqa, paralingvistik vositalar, his-tuyg'ular ifodasi, shaxslararo muloqot, ijtimoiy idrok, sintaksis.

Introduction

Communication is a fundamental process through which individuals exchange information, construct meaning, and regulate social interaction. It operates through both verbal and nonverbal channels that function simultaneously to convey cognitive, emotional, and relational content. Verbal communication involves the use of spoken or written language structured by linguistic rules, enabling precise expression of ideas and abstract concepts. Non-verbal communication, in contrast, includes facial expressions, gestures, posture, eye contact, and vocal characteristics, often transmitting information implicitly and continuously.

Scientific research across disciplines such as linguistics, psychology, and communication studies has demonstrated that verbal and nonverbal communication are interdependent rather than separate systems. Non-verbal cues can reinforce, complement, or contradict verbal messages, significantly influencing message interpretation, interpersonal trust, and emotional understanding. Moreover, non-verbal behavior plays a critical role in expressing affect and regulating conversational flow.

Understanding the interaction between verbal and non-verbal communication is essential in contexts such as education, healthcare, organizational settings, and cross-cultural interaction. Differences in cultural norms and individual perception can affect communicative effectiveness, making systematic analysis necessary. This study aims to examine the mechanisms and functions of verbal and non-verbal communication, highlighting their combined role in shaping human interaction.

Verbal Communication – W.O.R.D.S.¹

W – Words (choice of language)

O – Oral/Written form

R – Relevance of message

D – Delivery (tone, clarity)

S – Structure (beginning–middle–end)

Formula: Verbal Communication = Words + Language + Tone + Clarity

Usually, when we talk to someone in our lives, whether it is face-to-face or on the phone, or through text messages, we use verbal communication. These types of communication are of two types, depending on our socio-economic life: verbal and non-verbal communication.

Verbal communication is perhaps the most obvious and understood mode of communication, and it is certainly a powerful tool in your communication toolbox. Put simply, verbal communication is the sharing of information between two individuals using words.

Non-Verbal Communication – K.P.A.C.T.²

K – Kinesics (body language, gestures)

P – Proxemics (distance/space)

A – Appearance

C – Chronemics (time)

T – Tone & facial expressions

Formula: Non-Verbal Communication = Body Language + Facial Expression + Posture + Eye Contact

We've already employed a little bit of non-verbal communication with the active listening skills we've previously discussed: nodding, facial expressions, leaning toward the speaker to show interest—all of those are forms of nonverbal communication. Body language can reinforce your spoken message or it can contradict it entirely.

¹ Adler & Proctor — *Looking Out, Looking In*

² DeVito — *The Interpersonal Communication Book*

Here are some types of non-verbal communication and the effects they can have on the success of your communication:

Facial expressions: You can tell a person's mood and beauty through their facial expressions, or you can tell what they are talking about through their facial expressions. There are some people, like friends, who talk to each other in a crowd with their eyes. You can also tell whether they are tired or energetic throughout their body through their facial expressions.

Gesture: this form is mainly used by people who do not speak the language. They can convey their conversation to each other through gestures, but sometimes people who are close to each other and understand each other's words also communicate with gestures. For example, we can see the smiley sign by moving the front and back fingers of the hand near the emoticons.

Proximity: How close you are to your audience when you speak sends a non-verbal message. If your size is imposing and you leave a very small distance between you and your listener, it's likely your nonverbal communication will be a bit threatening. On the other hand, giving someone too much space is an awkward non-verbal communication that might confuse your listener.

Touch: Shaking an audience member's hand, putting your hand on his shoulder: these are nonverbal cues that can affect the success of your message. Touch communicates affection, but it also communicates power. You can think about what kind of messages a job applicant may send through a weak handshake versus a firm one after having a job interview.

Eye contact: Making and maintaining eye contact with an audience when you're verbally communicating or listening communicates to the other party that you're interested and engaged in the conversation. Good eye contact often conveys the trait of honesty to the other party.

Appearance can also be considered a form of communication. The way you dress can indicate where you are going. For example, if you dress formally, you will definitely visit an office.

The Integration of Verbal and Non-verbal Communication: A Scientific Perspective

When verbal and non-verbal communication are used together, the resulting interaction is considered multimodal communication, which is widely recognized in linguistics, psychology, and communication studies as the most effective form of human interaction. Multimodal communication involves the simultaneous use of linguistic and non-linguistic channels to construct and interpret meaning.

Total Communication = 7% Verbal + 38% Vocal + 55% Non-Verbal ³

As you can see from this formula, Non-verbal communication plays the main role in total communication. From a cognitive perspective, research indicates that the human brain processes information more efficiently when it is transmitted through multiple channels (Paivio, 1986). Verbal communication provides explicit, semantic content, while non-verbal communication—such as facial expressions, gestures, posture, eye contact, and vocal intonation—adds emotional, interpersonal, and pragmatic dimensions. Together, these elements create a coherent and enriched message. One of the key factors in effective multimodal communication is congruence, or the alignment between verbal and nonverbal signals. When spoken words are consistent with non-verbal cues, the message is perceived as more credible, authentic, and persuasive. In contrast, incongruence between verbal and nonverbal signals often leads to confusion, distrust, or misinterpretation, as recipients tend to rely more heavily on nonverbal cues when resolving ambiguity.

From a pragmatic and social perspective, non-verbal communication enhances the illocutionary force of verbal messages by clarifying speaker intentions such as requests, commands, or expressions of emotion. This integration is particularly important in face-to-face interaction, where meaning is co-constructed through both language and bodily expression.

In professional and intercultural contexts, the combined use of verbal and non-verbal communication significantly improves interactional effectiveness. Studies show that leaders, educators, and healthcare professionals who skillfully integrate both modes achieve higher levels of trust, engagement, and understanding. In intercultural communication, verbal explanation combined with culturally sensitive nonverbal behavior helps reduce misunderstandings and facilitates successful interaction.

³ Mehrabian, A. (1971). *Silent Messages*. Mehrabian & Ferris (1967). "Inference of Attitudes From Nonverbal Communication in Two Channels" *Journal of Consulting Psychology*.

Discussion and Conclusion

Verbal and non-verbal communication constitute interdependent systems that jointly shape human interaction. Verbal communication provides structured, explicit transmission of information through language, while non-verbal communication conveys affective, relational, and contextual meaning through facial expressions, gestures, posture, and vocal cues. Research consistently demonstrates that non-verbal signals significantly influence how verbal messages are perceived, interpreted, and evaluated.

Effective communication depends on the alignment between verbal and non-verbal channels. When these channels are congruent, communicative clarity, credibility, and emotional understanding are enhanced. Conversely, discrepancies between verbal and non-verbal behavior may result in misunderstanding or reduced interpersonal trust. Cultural variability further complicates this interaction, emphasizing the need for contextual and intercultural awareness.

In conclusion, the integration of verbal and non-verbal communication is fundamental to social interaction, emotional expression, and meaning construction. Continued scientific investigation of their interaction remains essential for advancing communication theory and improving applied practices in education, healthcare, organizational communication, and intercultural contexts.

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