



United States
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National Nuclear Security Administration
International Nuclear Security

Lost in Translation: The Importance of Non-Verbal Gestures

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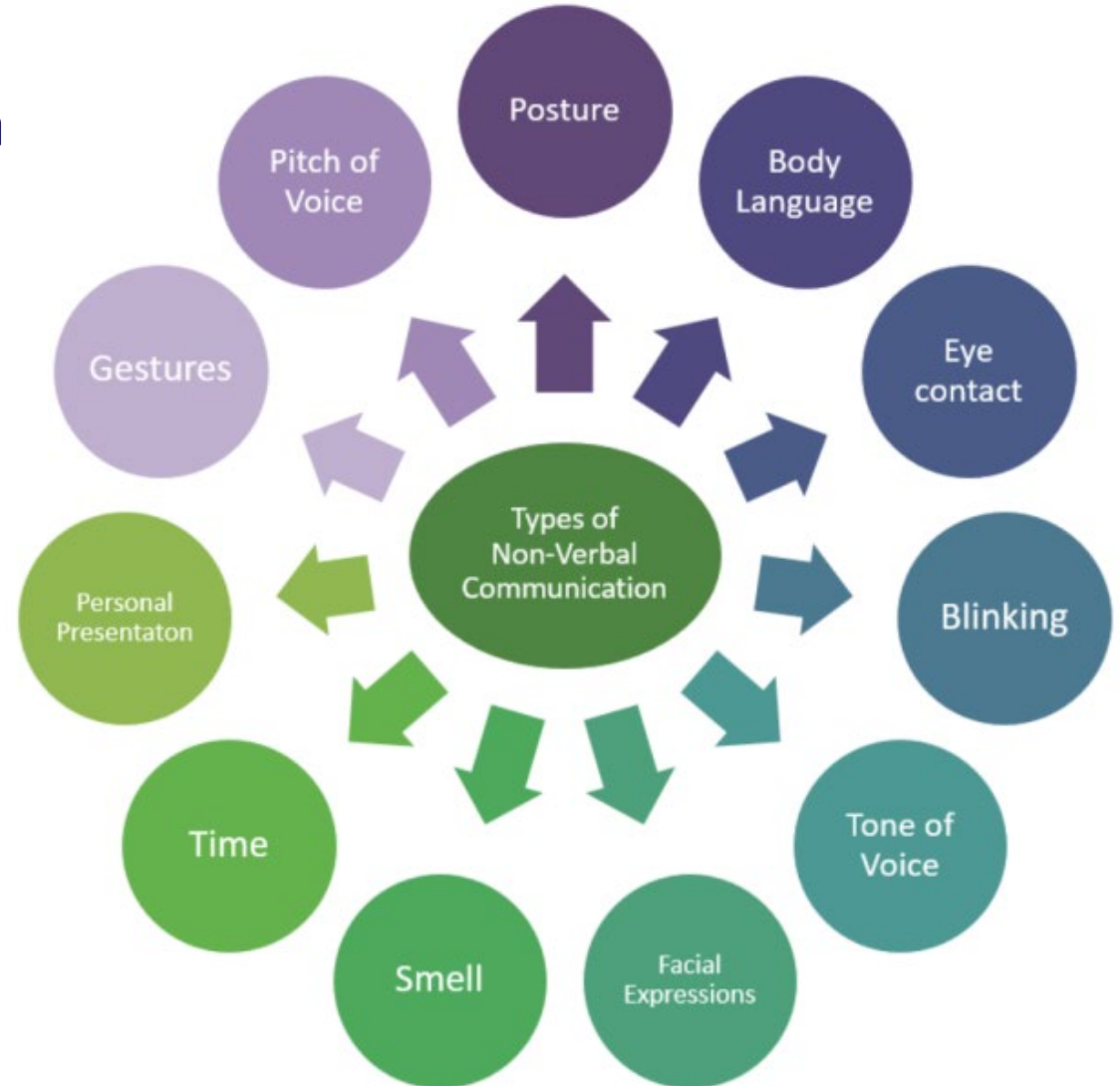
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Nonverbal Communication

- Body Language rarely lies
- 55% of in-person communication comes from body language or Kinesics
 - Facial expressions
 - Eye contact
 - Posture & gestures
- 7% of the comprehension of the message is based actual words
- 38% of comprehension is based on paralanguage
 - Tone, Pace & Volume of Speech



Higher versus Lower Context Cultures



How do Different Cultures Greet Each Other?

- Bow
- Handshake (How firm?)
- Hug
- Kiss
- Clap
- Smile
- Wave
- Pat on the back
- How long is the greeting?
- Does Gender matter?



Universal Facial Emotions

- **Happiness** – Raising and lowering of mouth corners, cheeks raised, and muscles around the eyes are tightened.
- **Sadness** – lowering of mouth corners and raising inner portion of brows.
- **Surprise** – Arching of eyebrows, eyelids pulled up and sclera exposed, mouth open.
- **Fear** – Brows arched and pulled together, eyes wide open, mouth slightly open.
- **Disgust** – Eyebrows lowered, upper lip raised, nose wrinkled, cheeks raised.
- **Anger** – Brows lowered, eyes bulging, lips pressed firmly

Videos

Strengthening Non-Verbal Communication

- Gestures are the largest part of our non-verbal communication
- Recognize your own non-verbal behaviors and what they may be “saying”
- Do not assume nonverbal gestures mean the same thing in different cultures
- Misunderstandings can lead to poor relationships and loss of trust
- Silence is used differently in different cultures
- Be clear and concise with language
- Avoid jargon, slang terms, or colloquial expressions
- Watch how others act and listen actively to understand the meaning
- Respect cultural nuances and be open-minded



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