

COGNITIVE ANALYSIS OF HUMAN GESTURES

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ABSTRACT

Each of us had to study languages. We studied the native language, foreign ones, many learn programming languages, and someone studies the international language of Esperanto. But there is one more international, generally accessible and understandable language that until recently little was known - it is the body language, facial expressions and body movements of a person - "body language". In this article a bunch of gestures will be discussed and analyzed.

Keywords: Emotion, human being, gesture, tactile feeling, communication remedies, verbal signal, non-verbal signal, body movement.

INTRODUCTION, LITERATURE REVIEW AND DISCUSSION

Verbal gestures

For the first time, Allan Pease, a recognized expert in the psychology of human communication and the author of a methodology of teaching the basics of communication, took up a serious study of this language in the late 70s. Allan Pease is not only fluent in the art of communicating with people, but also has the unique gift of teaching this art that is useful from a practical point of view, which is the secret of your success in business and personal life.

Psychologists have found that in the process of human interaction from 60 to 80% of communication is carried out through non-verbal means of expression, i.e., wordless and only 20-40% of the information is transmitted using verbal.

These data make us think about the meaning of "non-verbals" for the psychology of communication and mutual understanding of people, pay special attention to the importance of gestures and facial expressions of a person, and also give rise to a desire to master the art of interpreting this special language - the body language that we all speak without even suspecting of this.

Studying this special way of communication will help us learn to "read between the lines" and read all hidden information directly from your interlocutor, and will allow you to answer the following questions:

- * in which cases you should resort to a handshake;
- * how a person gives out his internal state by the manner of smoking;
- * how to read people's thoughts and penetrate into their internal state, etc.

However, "body language" is in special demand in the field of business and entrepreneurship. The ability to interest a partner in their products, to competently hold a presentation of the goods and achieve ordering will largely depend on your ability to interpret body language, and the use of various aids will help you succeed in negotiations with partners.

Psychologists found that the transmission of information occurs at the expense of verbal means (only words) by 7%, due to sound means (including tone of voice, intonation of sound) by 38%, and due to non-verbal means by 55%. Professor Birdwissl conducted similar studies regarding the proportion of non-verbal means in human communication. He established that in on

average, a person speaks in words for 10-11 minutes a day, and that each sentence on average sounds no more than 2.5 seconds. Like Meyerabian, he found that verbal communication in a conversation takes no more than 35%, and more than 65% of the information is transmitted using the “non-verbal”.

Most researchers agree that the verbal channel is used to transmit information, while the non-verbal channel is used to “discuss” interpersonal relationships, and in some cases it is used instead of verbal messages. For example, a woman can send a man a murderous look, and at the same time, she will clearly convey her attitude to him without even opening her mouth. Regardless of a person’s cultural level, the words and the movements that accompany them coincide with such a degree of predictability that Birdwissl even claims that a well-trained person can determine by voice what kind of movement his interlocutor makes at the time of uttering a particular phrase. And vice versa, Birdwissle has learned to determine what kind of voice a person speaks, watching his gestures at the time of conversation.

In other words, when we say that we have a premonition, or that the “sixth sense” tells us that someone has told a lie, we really mean that we noticed differences between the body language and the words spoken by this person. Lecturers call this audience feeling.

For example, if the listeners are sitting deep in chairs with their chins down and their arms crossed on their chests, the susceptible person will have a hunch that his message is not successful. He will understand that something needs to be changed in order to interest the audience. And the unresponsive person, accordingly, will not pay attention to this and will aggravate his mistake.

Women are usually more sensitive than men and this explains the existence of such a thing as female intuition. Women have the innate ability to notice and decipher non-verbal signs, to record the smallest details. Therefore, few husbands can deceive their wives, and, accordingly, most women can learn the secret of a man from his eyes, which he does not even suspect.

This female intuition is especially well developed among women involved in raising young children. For the first few years, the mother relies only on non-verbal channels of communication with the child, and it is believed that, thanks to her intuition, women are more suitable for negotiating than men.

Thus, he very quickly learns to use his head shake to express his disagreement and negative attitude.

The origin of some gestures can be traced to the example of our primitive communal past. Teeth grinning has been preserved from the act of attacking the enemy and is still used by modern man when he grins wickedly or shows his hostility in some other way. A smile was originally a symbol of threat, but today, in combination with friendly gestures, it means pleasure or goodwill. The “shrug” gesture is a good example of a universal gesture, which means that a person does not know or does not understand what it is about. This is a complex gesture, consisting of three components: extended palms, raised shoulders and raised eyebrows.

As verbal languages differ from each other depending on the type of culture, so the “non-verbal” of one nation differs from the non-verbal language of another nation. While some kind of gesture can be universally recognized and have a clear interpretation in one nation, in another nation it may not have any, or have the opposite meaning. For example, consider the difference in the interpretation by different nations of such three typical gestures as a ring of fingers, a

thumb raised upwards and a V-shaped finger gesture, spelling errors, turned into “011 - Korrekt”. Others say that it is the antonym of the word “knockout”, which in English is denoted by the letters K.O. there is another theory that this abbreviation is a derivative of the name “old Kinderhook”, the birthplace of the American president, who used these initials (O.K.) as a slogan for the election campaign. Which theory of these is true, we will never know, but it seems that the circle itself means the letter “O” in the word O’key. The meaning of “OK” is well known in all English-speaking countries, as well as in Europe and Asia, but in some countries this gesture has a different meaning and origin.

For example, in France it means “zero” or “nothing”, in Japan it means “money”, and in some countries of the Mediterranean basin this gesture is used to indicate homosexuality of a man. Therefore, traveling to different countries, one should remember the proverb "They don't go to someone's monastery with their charter." This will help to avoid possible embarrassing situations.

Thumb up

In some countries, such as Greece, this gesture means “shut up,” so you can imagine the situation of an American trying to catch a car in a Greek city with such a gesture! When Italians begin to count from one to five, this gesture means “1”, and the index finger means “2”. When Americans and British count, the index finger means "1" and the middle finger means "2"; in this case, the thumb represents the number "5".

The gesture with raising the thumb in combination with other gestures is used as a symbol of power and superiority, as well as in situations where someone wants to “crush you”.

In most European countries, however, the V gesture in any case means “victory”, therefore, if an Englishman wants to tell the European to shut up, he will wonder what victory the Englishman had in mind. In many countries, this sign also means the number "2".

These examples show how misunderstandings of gestures that do not take into account the national characteristics of the speaker can lead to misunderstandings. Therefore, before making any conclusions about the significance of certain gestures and body language, it is necessary to take into account the nationality of the interlocutor.

Studies prove that non-verbal signals carry 5 times more information than verbal ones, and if the signals are incongruent, people rely on non-verbal information, preferring it to verbal information.

You can often watch a politician standing on the podium with his arms crossed tightly (protective posture) with his chin down (critical or hostile posture) and telling the audience how receptive and friendly he is to the ideas expressed. He can try to convince the audience of his warm, humane attitude by making quick, sharp hits on the podium. Sigmund Freud once noticed that when one patient convinced him that she was happy in marriage, she unconsciously took off her finger and put on the wedding ring again. Freud understood the significance of this involuntary gesture and was not surprised that the family problems of this patient began to appear.

The key to the correct interpretation of gestures is to take into account the totality of gestures and the congruence of verbal and non-verbal signals, handshakes, but if they are forced to do so, they use a gentle handshake.

Sometimes people wearing tight or poorly fitting clothes are constrained in their movements, and this affects the expressiveness of their body language. These are quite rare cases, but it is important to keep them in mind in order to understand the psychological impact of such things on non-verbal signals.

In everyday life, people use two palm positions. The first is when the palm of your hand is extended by a boat and means the gesture of a beggar asking for alms. The second position - the palm is turned down, and this is a restraining or soothing or soothing gesture.

The best way to find out if an interlocutor is honest and honest with you at the moment is to observe the position of his hands. If the dog shows obedience and submission to the winner, substituting his neck, then the person does this with the help of his hands. For example, when people are completely frank with you, they hold out one or both palms to you and say something like: "I am completely frank with you." When a person begins to be frank, he usually opens his palms to the interlocutor in full or in part. Like other gestures of body language, this is a completely unconscious gesture, it tells you that the interlocutor is telling the truth at the moment. When a child cheats or hides something, he hides his palms behind his back. Similarly, if a wife wants to hide from her husband that she had been out with friends all night, she will hide her hands in her pockets or keep them crossed during explanations. Thus, hidden palms can tell her husband that she is hiding the truth.

Sales agents are trained to look at the hands of customers when they explain the reason for refusing to make a purchase, because the real reasons can be judged by the openness of the palms.

The reader may ask: "Do you mean that if I tell a lie with open hands, will people believe me?" The answer to this question will be yes and no. If you tell a blatant lie and your palms are open at the same time, you can still seem insincere for your interlocutors, because you will not have other gestures that characterize a person who is telling the truth, but negative gestures characteristic of telling the truth will be noticeable; and all this will not be combined with your open palms. It has already been said that crooks and professional deceivers have a special talent - to bring their non-verbal signals into line with false verbal statements. The better they use non-verbal gestures characteristic of a person telling the truth during a lie, the more professional they are in their field.

However, you can increase your credit of trust by developing the habit of keeping your palms open in the process of communicating with people. Conversely, when the gesture of open people becomes a habit, the amount of lies in your speech is reduced.

It is interesting to note that most people cannot tell a lie if their palms are open. Using open palms can make others lie less.

Your open palms also encourage interlocutors to be trusting and frank with you.

One of the least noticeable and at the same time the most significant non-verbal signals is the signal transmitted by the palm of a person. If you use the power of the palm correctly, then it can give a person more authority and the ability to command others.

There are three main command gestures of the palm: position up, position palm down, and the position of the pointing finger.

The difference between these three positions can be seen from the following example: suppose you need to ask someone to pick up the box and move it to another place in the room. Suppose also that in this case we will use the same words, speak them with the same tone of voice and with one expression of face. Only the position of the palm will change.

The open palm up is a confidential, non-threatening gesture, reminiscent of a beggar's asking gesture on the street. The person whom we ask to move the box will not feel any pressure, and in the conditions of subordination, he will perceive it as a request on your part.

When the palm is turned down, a shade of bosses will immediately appear in your gesture. The person to whom you addressed your request will have a feeling that he received an order to move the box, and there may even be a feeling of hostility towards you, depending on your relationship. For example, if your colleague is in the same position with you, then he may not fulfill your request, but if you asked him with a different gesture, when the palm of your hand is looking up, he would have done it. If the person to whom you are addressing your request is your subordinate, then he will fulfill it without objection, because in this case you have the right to use this gesture.

Shaking hands is a relic of the primitive communal era. When primitive people met, they held out their hands to each other with open palms forward in order to show their disarmament. This gesture underwent changes over time, and its modifications appeared, such as waving a hand in the air, applying a palm to the chest and many others.

The modern form of this ancient welcome ritual is expressed in the fact that people stretch out their hands and shake them slightly, which is done in most English-speaking countries at the moments of greeting and farewell.

Usually when shaking hands, the clasped hands shake from 3 to 7 times.

It was said above about how, with the help of a different turn of the palm, one can give a gesture a dominant, dominant value. Now consider the significance of two palm positions for a handshake.

Suppose that you first met a person and greet each other with the usual handshake. One of three types of possible relationships is transmitted through a handshake. The first is excellence: "This man is trying to put pressure on me. Better to be careful with him. " The second is humility, compliance: "I can put pressure on this person. He will do as I wish. " The third is equality: "I like this man. We will get along well with him. "

This information is transmitted unknowingly, but with some training in the targeted use of a particular handshake, you can have a direct impact on the outcome of your meeting with other people.

This chapter will focus on the types of handshakes.

During a powerful handshake, your hand grabs the other person's hand so that your palm is turned down. It is not necessary that your hand be turned horizontally, but it is important that it be turned downward relative to the hand of another person. Thus, you inform him that you want to dominate the process of communication with this person. We examined 54 successful, high-ranking representatives of the administrative link, and these studies revealed that 42 of them not only were the first to reach out for handshakes, but also used the powerful way of shaking hands.

The dog shows obedience by lying on its back and exposing its throat to the attacker, while a person uses the upright position of the palm of his hand to show humility. This handshake differs from the imperious handshake in that you reach out with your palm turned upside down. This is especially necessary in situations where you want to give the initiative to another person or allow him to feel like a master of the situation.

However, it must be borne in mind that there may be circumstances in which the upward position of the palm of the hand will not necessarily be interpreted as a manifestation of humility. For example, a person suffers from arthritis of the hands and therefore is forced to exchange a weak handshake; in these conditions it is very simple to force him to a submissive type of handshake.

Surgeons, artists, artists and musicians for whom sensitive hands are professionally important, usually shake a limp handshake to protect their hands.

To fully determine the intentions of a person, observe his subsequent behavior after being greeted: a compliant person will be characterized by other gestures of compliance, and an authoritative person will show his aggressiveness.

When two powerful people shake hands, a symbolic struggle takes place between them, during which everyone tries to subjugate the other's hand. The result is a handshake in which both hands remain upright, and both people experience a sense of respect and mutual relationship. This is precisely the kind of handshake that the father of his son teaches, saying: "Let's say hello as men."

When a person greets you with an imperious handshake, it is difficult not only to incline him to a compliant type of handshake, but also to do it in an inconspicuous way. There is a simple way to "disarm" the power partner, which gives you the opportunity not only to regain the initiative, but also to puzzle another with an invasion of his personal zone. To learn this method of disarming, you need to train the following movements: when you take your hand, take a step forward with your left foot. Then rearrange the right foot and stand on the left in front of this person, moving into his personal zone. Then, to complete the maneuver, place the left foot behind the right and shake the partner's hand. This tactic allows you to align the position of the hands or turn the other person's hand to a compliant type of handshake. It also allows you to become the master of the situation, i.e. You violated his intimate zone.

Verbal and non-verbal means of communication

Communication is carried out by various means. Verbal and non-verbal means of communication are distinguished.

Verbal communication (sign) is carried out using words. Verbal means of communication include human speech. Communication specialists estimate that a modern person utters about 30 thousand words per day, or more than 3 thousand words per hour.

Depending on the intentions of the communicants (to communicate something, learn, express an assessment, attitude, encourage something, agree, etc.), various speech texts arise. In any text (written or oral), a language system is implemented.

So, language is a system of signs and ways of combining them, which serves as an instrument for expressing the thoughts, feelings and wills of people and is the most important means of human communication. The language is used in a variety of functions:

- **Communicative.** Language acts as the main means of communication. Due to the presence of such a function in the language, people have the opportunity to fully communicate with their own kind.
- **Cognitive.** Language as an expression of the activity of consciousness. Most of the information about the world we get through the language.

- **Accumulative.** Language as a means of accumulation and storage of knowledge. A person tries to retain acquired experience and knowledge in order to use them in the future. In everyday life, abstracts, diaries, and notebooks help us out. And the "notebooks" of all mankind are all sorts of written monuments and fiction, which would not have been possible without the existence of a written language.

- **Constructive.** Language as a means of forming thoughts. With the help of language, thought "materializes", takes on a sound form. Expressed verbally, the thought becomes distinct, clear to the speaker himself.

- **Emotional.** Language as one of the means of expressing feelings and emotions. This function is realized in speech only when the person's emotional attitude to what he is talking about is directly expressed. A great role in this is played by intonation.

- **Contact installation.** Language as a means of establishing contact between people. Sometimes communication is as if aimless, its information content is zero, only the ground is being prepared for further fruitful, trusting communication.

- **Ethnic.** Language as a means of uniting the people.

Speech activity is understood as a situation when a person uses language to communicate with other people. There are several types of speech activity:

- **speaking** - the use of language in order to communicate something;

- **listening** - perception of the content of the sounding speech;

- **writing** - fixing the content of speech on paper;

- **reading** - the perception of information recorded on paper.

From the point of view of the form of existence of the language, communication is divided into oral and written, and in terms of the number of participants, into interpersonal and mass.

Any national language is heterogeneous, it exists in different forms. From the point of view of social and cultural status, the literary and non-literary forms of the language are distinguished. The literary form of language, otherwise - literary language, is understood by the speakers as an exemplary. The main feature of the literary language is the presence of stable norms.

Literary language has two forms: spoken and written. The first is sounding speech, and the second is graphically designed. The oral form is primordial. Non-literary forms of language include territorial and social dialects, vernacular.

For the psychology of activity and behavior, nonverbal means of communication are of particular importance. In non-verbal communication, the means of transmitting information are non-verbal signs (poses, gestures, facial expressions, intonations, glances, spatial location, etc.). The main non-verbal means of communication include:

Kinetics - considers the external manifestation of human feelings and emotions in the process of communication. It includes:

Gesture. Gestures are various movements of the hands and head. Sign language is the oldest way to achieve mutual understanding. In various historical eras and in different peoples, there were their own generally accepted methods of gesturing. Currently, even attempts are being made to create gesture dictionaries. Quite a lot is known about the information that gesticulation carries. First of all, the number of gestures is important. Various cultural norms of power and frequency of gestures have developed and entered into natural forms of expression of feelings among different peoples. Studies of M. Argyle, which studied the frequency and power of gestures in different cultures, showed that within one hour the Finns gestured 1 time, the French 20, Italians 80, Mexicans 180.

The intensity of gestures can increase along with an increase in the emotional arousal of a person, and also if you want to achieve a more complete understanding between partners, especially if it is difficult.

The specific meaning of individual gestures is different in different cultures. However, in all cultures there are similar gestures, among which are:

Communicative (gestures of greeting, farewell, attention-grabbing, prohibitions, affirmative, negative, interrogative, etc.)

Modal, is expressing appreciation and attitude (gestures of approval, satisfaction, trust and distrust, etc.).

Descriptive gestures that make sense only in the context of a speech utterance.

Facial Expressions. Facial expressions are facial muscle movements, the main indicator of feelings. Studies have shown that with a still or invisible face of the interlocutor, up to 10-15% of information is lost. In the literature there are more than 20,000 descriptions of facial expressions. The main characteristic of facial expressions is its integrity and dynamism. This means that in the facial expression of the face of the six basic emotional states (anger, joy, fear, sadness, surprise, disgust), all facial muscle movements are coordinated. The main informative load in the mimic plan are the eyebrows and lips.

Eye contact is also an essential element of communication. To look at the speaker means not only interest, but also helps to focus on what we are told. Communicating people usually look into each other's eyes for no more than 10 seconds. If they look at us a little, we have reason to believe that we are treated poorly, or what we say, and if too much, this can be perceived as a challenge or a good attitude towards us. In addition, it is noticed that when a person lies or tries to hide information, his eyes meet the eyes of a partner for less than 1/3 of the conversation time.

In part, the longitude of a person's gaze depends on which nation he belongs to. Residents of southern Europe have a high frequency of gaze, which may seem offensive to others, and the Japanese look at the neck rather than the face when talking.

By its specificity, a look may be:

- **Business** - when the gaze is fixed in the area of the interlocutor's forehead, this involves creating a serious atmosphere of business partnership

- **Social** - the look is concentrated in the triangle between the eyes and the mouth, this helps to create an atmosphere of easy social communication.

- **Intimate** - the gaze is not directed to the interlocutor's eyes, but below the face to the level of the chest. This view indicates a great interest in each other's communication.

- A **squint** is used to convey interest or hostility. If he is accompanied by slightly raised eyebrows or a smile, he means interest. If it is accompanied by a frowning forehead or lowered corners of the mouth, this indicates a critical or suspicious attitude towards the interlocutor.

- **Pantomime** is a gait, posture, posture, general motility of the whole body.

- **Gait** is a style of human movement. Its components are: rhythm, step dynamics, body transfer amplitude during movement, body weight. By the gait of a person, one can judge the well-being of a person, his character, age. In psychologist's research, people recognized gait emotions such as anger, suffering, pride, happiness. It turned out that a "hard" gait is characteristic of people in anger, a "light" one is for joyful people. A proud person has the longest stride length, and if a person suffers, his gait is sluggish, depressed, such a person rarely looks up or in the direction he goes.

In addition, it can be argued that people who walk fast, waving their arms, are confident in themselves, have a clear goal and are ready to realize it. Those who always keep their hands in their pockets are most likely very critical and secretive, as a rule, they like to suppress other people. A man holding his hands on his hips strives to achieve his goals in the shortest possible time in a minimum of time.

Pose is the position of the body. The human body is able to take about 1000 stable different positions. The pose shows how the person perceives his status in relation to the status of other persons present. Persons with a higher status take a more relaxed posture. Otherwise, conflict situations may arise.

One of the first to point out the role of human posture as a means in non-verbal communication was indicated by psychologist A. Sheflen. In further studies conducted by V. Schübts, it was revealed that the main semantic content of the posture consists in the individual placing his body in relation to the interlocutor. This placement indicates either closeness or disposition to communication.

The pose at which a person crosses his arms and legs is called closed. Arms crossed on the chest are a modified version of the barrier that a person puts up between himself and his interlocutor. A closed pose is perceived as a pose of distrust, disagreement, opposition, criticism. Moreover, about a third of the information perceived from such a pose is not acquired by the interlocutor. The easiest way to get out of this pose is to offer something to hold or watch.

An open position is considered to be a position in which the arms and legs are not crossed, the body is directed towards the interlocutor, and the palms and feet are turned towards the communication partner. This is a pose of trust, harmony, goodwill, psychological comfort.

The best way to achieve mutual understanding with the interlocutor is to copy his pose and gestures.

Takesika is the role of touch in non-verbal communication. Handshakes, kisses, stroking, pushing, etc. stand out here. Dynamic touch is proven to be a biologically necessary form of stimulation. The person's use of dynamic touch in communication is determined by many factors: the status of partners, their age, gender, degree of acquaintance.

Inadequate use of tactile means by a person can lead to conflicts in communication. For example, patting on the shoulder is possible only on condition of close relations, equality of social status in society.

Shaking hands is a multi-speaking gesture, known since ancient times. Primitive people at a meeting extended their hands to each other with open palms forward to show their lack of arms. This gesture underwent changes over time, and its options appeared, such as waving a hand in the air, applying a palm to the chest and many others, including a handshake. Often a handshake can be very informative, especially its intensity and duration.

Handshakes are divided into 3 types:

- **dominant** (hand on top, palm turned down);
- **submissive** (hand from the bottom, palm turned up);

The dominant handshake is its most aggressive form. With a dominant (imperious) handshake, a person informs another that he wants to dominate the communication process.

A humble handshake is necessary in situations where a person wants to give the initiative to another, to allow him to feel the master of the situation.

A gesture called a glove is often used: a person with both hands grasps another's hand. The initiator of this gesture emphasizes that he is honest and can be trusted. However, the "glove" gesture should be applied to well-known people, as at the first acquaintance, he can produce the opposite effect.

A firm handshake right up to the crunch of fingers is a hallmark of an aggressive, tough person. A sign of aggressiveness is also shaking an unbent, straight hand. Its main purpose is to maintain distance and prevent a person from entering his intimate zone. The same goal is pursued by shaking the tips of the fingers, but such a handshake indicates that the person is not self-confident.

- **Proxemics** - defines the zones of the most effective communication. E. Hall identifies four main areas of communication:

- **Intimate zone** (15-45 cm) - a person admits only close people to it. In this zone, a quiet confidential conversation is held, tactile contacts are made. Violation of this zone by outsiders causes physiological changes in the body: palpitations, increased blood pressure, rush of blood

to the head, adrenaline rush, etc. The intrusion of a “stranger” into this zone is regarded as a threat.

- **Personal (personal) zone** (45 - 120 cm) - a zone of everyday communication with friends, colleagues. Allowed only visual - eye contact.

- **Social zone** (120 - 400 cm) - a zone for official meetings and negotiations, meetings, and administrative conversations.

- **Public zone** (more than 400 cm) - a zone of communication with large groups of people during lectures, rallies, public speeches, etc.

A lot of information is given by the strength and pitch of the voice. Some feelings, such as enthusiasm, joy and mistrust, are usually transmitted in a high voice, anger and fear - also in a rather high voice, but in a wider range of tonality, strength and pitch. Feelings such as grief, sadness, fatigue are usually conveyed in a soft and muffled voice with a decrease in intonation at the end of each phrase.

Speech speed also reflects feelings. A person speaks quickly if he is excited, worried, speaks about his personal difficulties or wants to convince us of something, to persuade us. Slow speech most often indicates a depressed state, grief, arrogance, or fatigue.

By making minor mistakes in speech, for example, repeating words, choosing them uncertainly or incorrectly, breaking off phrases at a glance, people unwittingly express their feelings and reveal their intentions. Uncertainty in the choice of words appears when the speaker is not confident in himself or is going to surprise us. Typically, speech flaws are more pronounced during excitement or when a person tries to deceive his interlocutor.

Since the characteristic of the voice depends on the work of various organs of the body, their state is also reflected in it. Emotions change the rhythm of breathing. Fear, for example, paralyzes the larynx, the vocal cords tighten, the voice "sits down." With a good mood, the voice becomes deeper and richer in shades. It has a calming effect on others and inspires more confidence.

There is also an inverse relationship: breathing can affect emotions. To do this, it is recommended to breathe noisily, opening his mouth wide. If you breathe deeply and inhale a large amount of air, your mood improves, and your voice decreases involuntarily.

It is important that in the process of communication a person trusts signs of non-verbal communication more than verbal. According to experts, facial expressions carry up to 70% of information. In the manifestation of our emotional reactions, we, as a rule, are more truthful than in the process of verbal communication.

It should also be borne in mind that a person usually expresses only 80% of the information that he wanted to share. The interlocutor perceives 70% of what has been said and understands 60% of what he has heard, and after 5 hours, an average of 10 to 25% of the information received remains in his memory.

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