

Video doesn't kill
non-verbal communication stars!



Oh, no! It's all gone *video!* Consider:

Videoconferencing tools like *Zoom* are with us; let's love them!

Is all this *Zoom* spelling our doom? No! It can be a boon!

Is *video* able to meet social, educational needs to interact? Yes!

Interactional, intercultural, interpersonal understanding happen!

Four *extra-verbal communication competence features* flow in *video*

Paralanguage

Turn-taking

Nimbleness in discussion

Vocabulary/grammar



These are teachable extrinsically & learnable intrinsically via *Zoom*

They are crucial in twenty-first century education, across the curriculum.

Consider COVID-caused changes: *5 little ironies*

#1: “Outside” news is “inside” us, affecting our schools, our subject matter

#2: Classrooms have gone from 3-D to 2-D, but with new perspectives

#3: We resemble Hollywood Squares & are all actors with varying roles

#4: Technological “tails” wag subject-matter & human/user “dogs”

#5: Faces are in our face, and so we must learn to *read* them



Reading via video = learning paralanguage

What? It's all the “extra-verbal” stuff comprising human communication

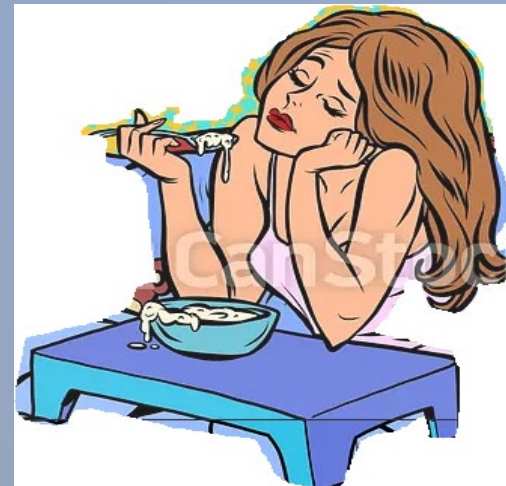
When does it occur? Whenever we interact, even via telephone & Zoom!

Why do we do it? To underline, emphasize, heighten, add meaning

How? Breathing, shouting/whispering, changing rhythm, moving...

Where does it happen? Everywhere humans interact, even in Zoom!

Sense it! Say “I had porridge for breakfast” with joy, despair, fear, anger, wistfulness, excitement/enthusiasm & attend to your feelings



Para=beside, beyond... + *Language*

WE SPEAK PARALANGUAGE WHEN

we gasp, sigh, clear our throats, change our tone, whisper or shout, emphasize certain words, wave our hands, frown or smile, laugh or cry, string vocal identifiers like uh-huh and ah-hah between our words, or speak faster or slower.

Résumé of what's next: Two theses +

Thesis #1: Attaining extra-verbal (EV) communicative competence is crucial*

Thesis #2: Videoconferencing responds to need for EV competences

Four EV features apparent in videoconferencing are especially useful

1. Movements & sounds of *paralanguage*
2. Turn-taking
3. Topic nimbleness
4. Vocabulary acquisition & use



Let's *share* how & why what works, all while overcoming *Zoom* fatigue

* EV = the extra-verbal, paralanguage

Extra-verbal (EV) communicative competence (CC)

What's "extra-verbal"? Not "non" verbal; it's "beyond" verbal

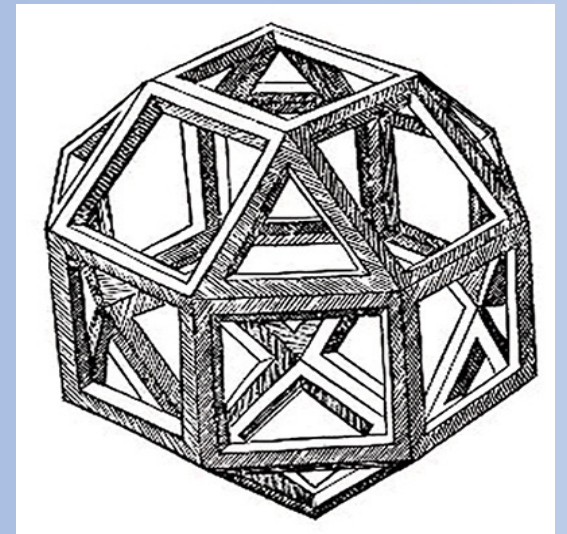
What's that?? Sounds that aren't words, movements that aren't sound

What? Understanding of the congruence between words and the rest

When? In class & in life, when we attend to one another's messages

How? Attending to the WHOLE PACKAGE of the message

Why: To improve understanding, sensitivity, learning



Components of communicative competence



What's *verbal*?
What's *extra-verbal*?
What's *Zoomable*?

How so?

nwacs.info

The crucial nature of *EV communicative competence*

What it is: Capable, shared co-understanding among interlocutors

When: Whenever humans are together, +/- pets in Zoom rooms

Where: Wherever humans gather, across cultures, also +/- pets or babies

How it develops: By looking outward, beyond, outside the screen, para-

Why it is crucial: To develop empathy via curiosity & then learn



EV communicative competence: How it grows

By listening with ears and eyes: Attending to the other

By showing interest: Using micro-expressions, slight nods, etc.

By showing curiosity: Asking questions linked to more questions

By developing communicative sensitivity: Being aware of the other's needs

By acquiring & honing four EV skills



skill #1 of EVCC: *Learn* paralanguage & kinesics

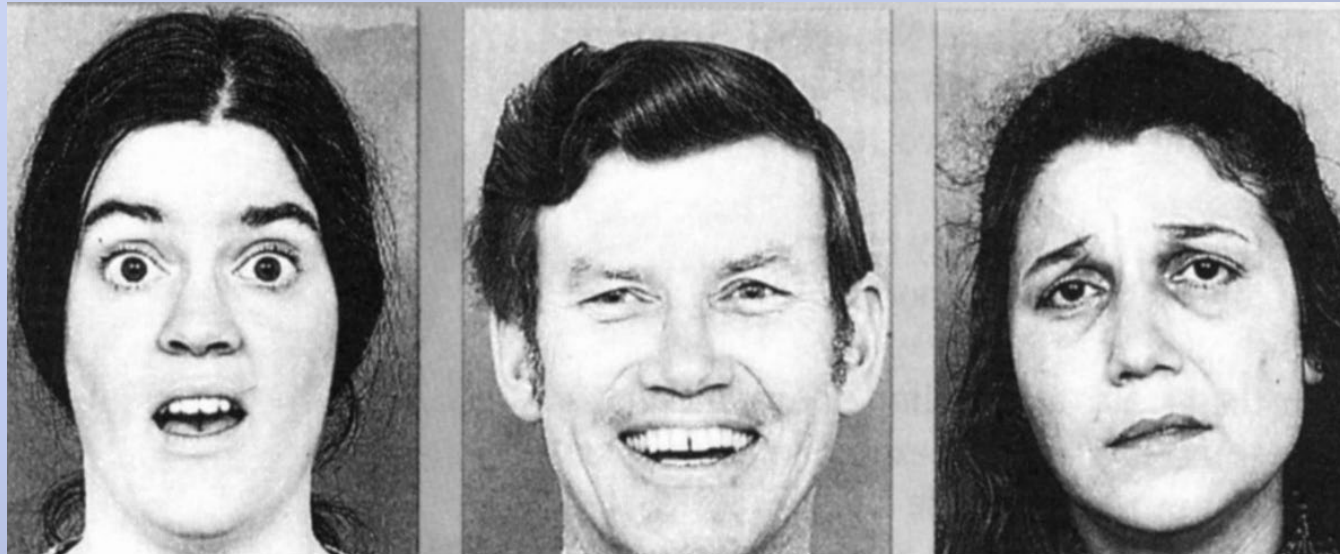
Paralanguage: Usually referring to the vocal, non-verbal, sensu stricto

Kinesics: Movements major & minor, incl. gestures & micro-expressions

Gestures: Reinforce your meaning, agreement, disagreement

Body movements: Keep them to a minimum usually

Micro-expressions: Watch your face's sub-conscious revelations



Kinesics & body movements as paralanguage & Zoomified

What is this? Is it the same as gesturing?

How is it occurring in Zoom, during the pandemic, in class?

How is new attention to it changing the way we teach, learn, relate?

Why is it important?



Is its importance *new, transitory, permanent, good, bad?*

Gestures as a type of EVCC & in Zoom

What are these?

How are they occurring...should they be suppressed?

How can/does attention to these change us?

Why are they important?

Do YOU use, encourage/discourage them?



Micro-expressions are small quiet kinesics

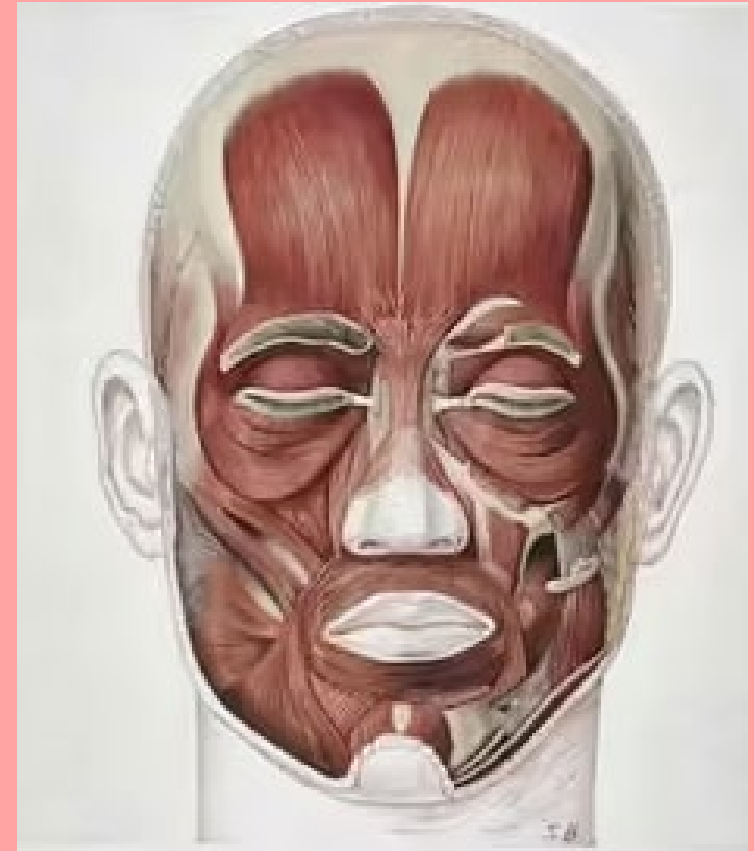
Measurable via Facial Action Coding System (FACS)

Similar across cultures & demographics

Hard to disguise or falsify for long

Hard to ignore in videoconference

Interesting—and fun—on Zoom



Micro-expressions, often expressed sub-consciously

Ekman's 7: Kinesics can express paralanguage

Happiness

Sadness

Contempt

Disgust

Anger

Fear

Surprise!



skill #2 of EVCC: Learn about *turn-taking*

What is this? Learning becomes a social, dialogical process of construction

How is it occurring with Zoom, during COVID, in class?

How is it related to/derived from paralanguage?

Why is it important in learning, in society, in life?

How is it changing us, our teaching & learning, our distribution of learning?



Turn-taking in & out of videoconferences

What: An important social skill of politeness; share & don't dominate

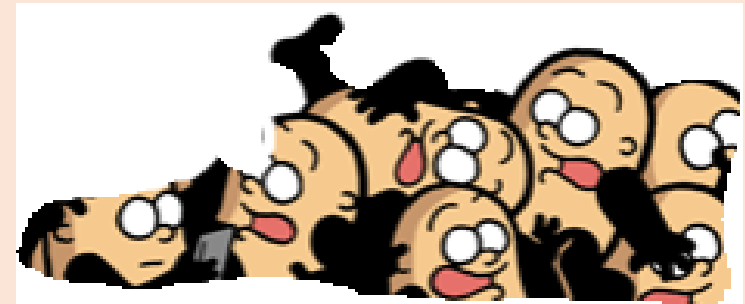
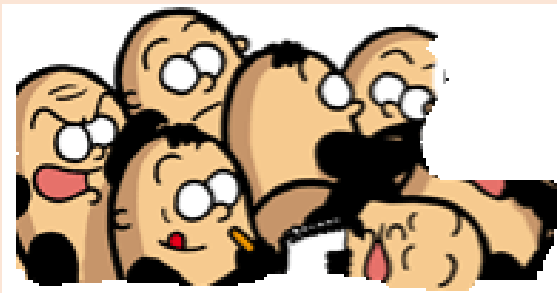
How: In Zoom, using muted/unmuted mics, screen shares, chat, etc.

When: When everyone is on a two-dimensional plane together

Why: To develop interactional skill, social consciousness, learning

A few rules: Encourage all to contribute, ask questions, show interest

Practical notes: Glance at “chat” often; greet each arrival; stay until end



skill #3 of EVCC: Practice *nimbleness in discussion*

What is it? An ability/desire to jump from topic to topic

How is it occurring? Zoom permits synchronous search & share

How is it related to paralanguage? It happens alongside “regular” talk

Why & how is it important in learning, in society, in life? Flexibility!

How is it different in videoconferences v. brick-and-mortar classrooms?

How has it changed for you during the pandemic...and why?



Be nimble; be quick...and attend to it!

How: Have an agenda, a plan, an assignment, a handout as a base

What: Questions! Each question's answer leads to another question

When: With each answer, key words show up to be asked about

How: Think: How, when, where, how much, why.... And then ask

Why: To co-stimulate fellow Zoomers and to *learn*

Example: Wear something interesting & provoke/promote talk

Example: Mention something to eat; food is always good for talk

Example: Use ice-breakers & ask away from there



skill #4 of EVCC: Enjoy *vocabulary acquisition*

What's this about? In Zoom, in the pandemic, in classes

Why is it important? Knowing what to call things > understanding

How is it being realized? Explicitly (hand-outs, readings, etc.) & implicitly

How & why is it happening? Willingness (need?) to communicate

What are some consequences? Social constructivism

What is learned...as well as & beyond words?



Résumé: Zoomed pandemic presence of EVCC 4 skills

“Basic” paralinguage: Oral + body language + images etc = meaning creation

Turn-taking: Listening + speaking = sociolinguistic & communicative skill

Nimbleness in discussion: Interaction with Zoom & each other = constructivity

Vocabulary & expression: Metalanguage + language = motivational scaffold

ADD UP these four, and get enriched, improved, deeper *learning*



While Zooming, we learn a lot, says the EIA group:



Videoconferencing & EVCC: Stuff happens in Zoomery

Noise-making: Everything from foot-tapping to breathing hard or humming

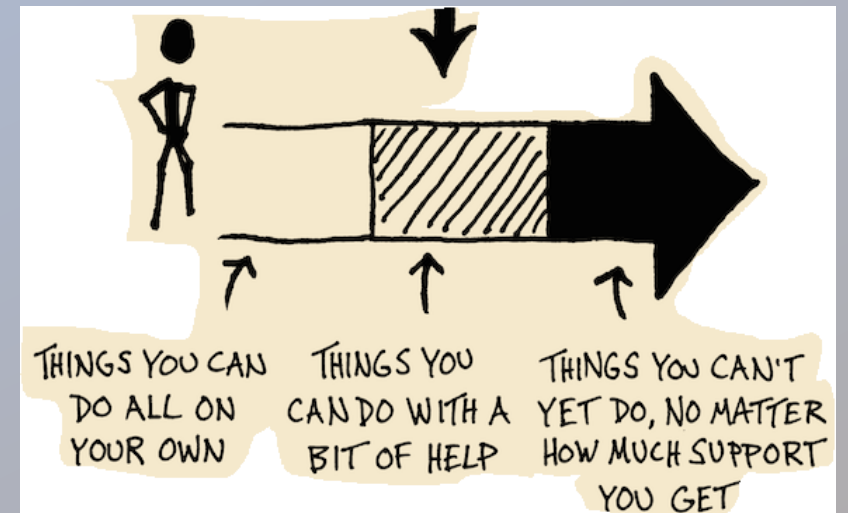
Turn-taking: Hands/fingers up, nods, facial expressions

Discussion nimbleness: Instantaneous interaction, spontaneity

Discussion & vocabulary: Meanings can be negotiated in real time

Vocabulary acquisition: Change from learning subject to using/discussing it

ZPD! “Zone of proximal development” shrinks; the “gap” between learning individually v. with others is minimized



Tips to exploit paralanguage well in Zoom for EVCC

Arrive early in your conference room & practice looking at yourself

Listen with your eyes; watch people's body behaviors & micro-expressions

Maintain eye contact, but don't stare, particularly at yourself


Sit up straight & use an "open", unbiased relaxed posture

Keep your visible area neat, clean, organized (let the sleeping dog lie)

Attend to vocal tone, pitch, rhythm, intonation, volume

Infuse your words' meanings with well-considered values

Ensure that all participants respect each other's learning styles

A large, dark blue oval graphic containing an image of an iceberg. The top part of the iceberg is above the water line, while the much larger, jagged part is submerged below. The background of the oval is a gradient from light blue at the top to dark blue at the bottom.

Words
Meaning
Thinking
Feelings
Values
Beliefs

Remember:
Communication
is a multi-storied
iceberg, and all
stories count

A time for reflection, 3-2-1

What are 3 new things, ideas, thoughts you have learned here?

What are 2 areas that you would like to know more about?

What is 1 super-cool thing that you have enjoyed?

