

The Importance of Non-Verbal Means for Foreigners Abroad

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Annotation:

This article is devoted to the importance of non-verbal means for foreigners, it lists the types of non-verbal means and gives examples of which types of non-verbal means are more important for those who do not know a foreign language well. Non-verbal speech is one of the first means of communication between people. There is a theory that before the invention of speech, both oral and written, people communicated using gestures and sounds. To this day, gestures, facial expressions, tonality and posture are the dominant link in communication.

Keywords: non-verbal means, foreigner, communication, language, foreign language, information.

As soon as a person is born, he begins to communicate with the outside world. At first glance, this seems like a simple matter, a simple concept, but in fact, interpersonal communication is a very complex process, and we learn and improve it throughout our entire lives. D. B. Parygin writes about the psychological complexity of communication: "Communication is such a multifaceted process that it simultaneously includes:

- a) interaction of individuals;
- b) exchange of information between individuals;
- c) attitude of one person to another person;
- d) influence of one person on others;
- e) ability to sympathize with each other;

f) understanding of personality"¹.

Therefore, the process of communication is not an easy process even for people of the same nationality, religion, race, and for foreigners, the incompatibility of customs and language in a foreign country creates difficulties and causes cultural shock. In this case, non-verbal means, common or universal for everyone, can make life easier for a foreigner. There are three main types of non-verbal means: kinetic, phonation and graphic types, and it is known that scientists have divided them into different subtypes. For example, Z. Yunuskhodjaev in his textbook "Professional Psychology" identifies the following types of non-verbal means of communication:

1. Visual means:

- kinesics – movements of arms, head, legs, body, walking;
- facial expression, eye expression;
- postures – posture, head position;
- direction of gaze, visual communication;
- skin reactions – redness, pallor, sweating;
- proxemics (time and space of interaction) – distance with the interlocutor, angle of distance, personal latitudes;
- additional means of communication – exaggeration or concealment of physical characteristics (gender, age, race); change in the natural structure of the body (clothing, hairstyle, cosmetics, glasses, jewelry, tattoos, moustache and beard, small objects in hands).

2. Acoustic means:

- paralinguistic (sound quality, its range, tonality) - pitch, timbre, tone, sound pitch;
- extralinguistic - pauses in speech, laughter, crying, sighs, coughing, clapping.

3. Tactile means:

- tacesics - touching, handshakes, hugs, kisses.

4. Olfactory (Olfactor) means:

- pleasant, unpleasant smells;
- Natural and artificial smells emanating from a person.²

G.E. Kreidlin identifies 10 main disciplines that study non-verbal communication:

1. Paralinguistics (the science of sound, voice);
2. Kinesics (the science of behavior);
3. Oculistics (the science of the language of the eyes and the appearance of the communicator);
4. Auscultation (the science of the auditory behavior of the communicator during hearing and communication);
5. Haptics (the science of tactile communication);
6. Gastronomy (the science of the communicative function of food and drink, the importance of eating and eating);

¹ Д.Б. Парыгин «Социальная психология как наука», Ленинград, 1965, стр 46

² <https://hozir.org/yunusxodjaev-zoir-shokirovich-kasbiy-psixologiya.html?page=14> date of access 15.12.2021

7. Olfaction (the science of smell and its role in communication);
8. Proxemics (the science that studies distance, space and their functions);
9. Chronemics (the science of communication time);
10. Systemology (the science of objects and subjects, their place in communication) ³

Uzbek scientist M.A.Kurbanov in his article "Expression of paralinguistic means related to profession and crafts in non-verbal communication" described paralinguistic means specific to the profession in Uzbek, English, Turkish and Russian. He recommends dividing gestures, behavior and individual non-verbal signals related to professional activity into the following 2 groups according to the conditions of their use in communication:

a) purposefully transmitted non-verbal means (for example, the actions of a sports referee, a whistle, a conductor raising his hand to stop a car, indicating the way, the actions of a conductor, a nod, traffic signs, state symbols, etc.); b) involuntarily (naturally) transmitted by non-verbal means (for example, looking at a watch, looking around, crying, laughing, coughing, etc.).⁴

Although each of the non-verbal means has its place and is inextricably linked with each other, in our opinion, kinesics - hand, head, leg, body movements, walking, facial expressions, eye expressions; postures - posture, head position, direction of gaze, visual communication; skin reactions - blushing, pallor, sweating; paralinguistic means (sound quality, its range, tonality) - timbre, tone, pitch; extralinguistic means - speech pauses, laughter, crying, sighs, coughing, clapping make it easier for a foreigner to understand the people of this country. Of course, the above-mentioned non-verbal means can be found in different variations among each nation, but it can be noted that the fact that many non-verbal means are universal among many nations allows foreigners and local people to understand each other and establish communication.

A person who has learned the language of the country he is going to, after a trip to this country understands that the language he has learned is completely different from the language spoken by the locals. Until his hearing gets used to this language and begins to understand it, non-verbal means will be very useful to him. Observations show that the level of understanding of information transmitted by people who speak two different languages increased when they spoke to each other looking at each other than when they communicated turning away from each other. The reason for this is that the speaker's facial expressions, hand and body movements help to convey information, and the listener - to receive information.

Imagine the following situation: a French woman came to an Uzbek working as a salesman in Germany and said something in her own language, and the Uzbek, who does not know anything in French except the word "Bonjour", gave the woman what she wanted, and the sale took place. The only reason why there was no problem in this case was the non-verbal means, that is, the French woman pointed to the right product and with the tone of her voice made it clear that she was asking for this or that thing, the Uzbek salesman, who caught the direct non-verbal means, took the right product, gave it to the customer, ran it through the cash register and, pointing to the numbers on the cash register, accepted the payment. This situation can be observed among many Ukrainian migrants living in Germany. Ukrainians who do not speak German can be seen expressing their complaints in hospitals through gestures, shopping in stores, working in factories and restaurants, and all this with the help of non-verbal means. There is no nation that does not use non-verbal means, and representatives of some nations can use them more actively or passively depending on

³ Крейдлин Г.Е. «Невербальная семиотика» Москва, Новое литературное обозрение, 2002, стр 20

⁴ Курбанов М.А. Таржимада новербал воситаларни тушуниб етиш муаммолари - "Science and Education" Scientific Journal Volume 1 Issue 4, 2020, стр 227-235

their temperament. For example, hot-tempered Italians, Georgians, Armenians - actively use gesticulation. Uzbeks consider strong gesticulation to be disrespectful to the interlocutor.

In one of the companies with more than 7,000 employees in Germany, there are representatives of more than 20 nationalities, 50% of whom know German perfectly, 20-30% - at an intermediate level, 10-15% - at a basic level, and the remaining 5% of workers do not know German at all. But they all work together as one team. If 80% of workers understand each other without problems, then for the remaining 20% of workers, both kinetic and phonatory types of non-verbal means are very important for the correct understanding and completion of the task, because a worker who does not understand German understands the task through 2-3 words known to him, as well as through the behavior and tone of voice of the person giving the task. It is important for such workers to maintain eye contact, look into the face of the speaker and be able to observe his behavior during the interaction.

Based on the above considerations, it can be concluded that non-verbal means serve as an important factor in establishing mutual, purposeful communication, regardless of the level of language proficiency for foreigners living in other countries or living in our country.

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