



Immediacy Behaviors

Perception of Physical or Psychological Closeness
(Verbal and Nonverbal)

Verbal

- Previews and Reviews
- Inclusive Language (we, us)
- Messages that Encourage Participation
- Don't Stereotype
- Use Names

Nonverbal

- **Appearance**
 - **Formal Dress** = competent, organized, prepared, & knowledgeable
 - **Casual Dress** = friendly, outgoing, receptive, flexible, & fair
 - **Rule of Thumb:** dress formally until credibility has been established, then dress more casually to project an image of approachability
- **Gesture and Movement**
 - **Many Gestures** = excited, explaining complex messages
 - **Few Gestures** = bored, unanimated, transmitting simple messages
 - **Adaptors** = perceived as boredom or anxiety
- **Facial Behaviors** (by both speaker and audience members)
 - **Positive Head Movements** (nods and pleasing facial expressions) = speaker interest in subject matter and his/her audience
 - **Smile** = more immediate and more open to communication

- **Vocal Behaviors**

- **Monotone** = projects boredom, and those using one are perceived as non-caring and non-immediate
- **Maintain confidence in voice tone**

Less Controllable Environmental Components

1. **Space** (don't stand behind a workstation) = unapproachable, uncaring, unreceptive
2. **Time** = vary activities, audience members can only effectively listen for 20 minutes
3. **Music** = counteracts boredom and establishes a comfortable environment
4. **Lighting** = inappropriately lit rooms can cause fatigue, eye strain, boredom, or hostility
5. **Temperature** = vary activities based on room temperature
6. **Architecture** = more attractive furnishings are taken better care of; soft, comfortable, rounded furniture signal welcome and encouragement