

Silver Jackets Meeting

October 8, 2019

Georgia Tech Police Headquarters, Beringause Community Room

Minutes

Members Attending (17): Ed Rondeau (Real Estate), Kathy Tomajko (Library), Susan Keenan, (Language Institute), Beryl Martinson (Language Institute), Mary Duncan (Development), Nannette Dooley (Library), Bonnie Smith (Guest), Pat Davis (College of Sciences), Jo McIver (Registrar), Annette Satterfield (Registrar), Roger Wartell (Biology), Ron Bohlander (GTRI), Sally Jackson ((English), Charles Parsons (Business), Sheila Parsons (guest), Maggi Harrison (GTRI), Natasha Laughrun (Facilities), Janis Goddard (OCA/OSP), Sally Hammock (Student Center/CAE), Bob Springfield (Enterprise Innovation Institute)

Business Meeting: Ed Rondeau, Vice President/Program Chair, called the meeting to order. He introduced our speaker, Dr. Stephen (Steve) Nowicki, Professor of Psychology Emeritus, Emory University. Dr. Nowicki will speak with the Silver Jackets for the second time- he last spoke to us at our November 2018 SJ meeting. His topic is "Beyond Words: The Non-verbal Channels of Communication – Part 2."

Program: Dr. Nowicki discussed the importance of nonverbal channels of communications in managing interpersonal relationships as we age. Recent research has found that establishing satisfactory relationships are key at all times and with all facets of life, especially during our later years. Perhaps the most important skill needed to make relationships work, nonverbal language, is understudied and under-appreciated. The presentation described the way relationships work and the role nonverbal language plays in making them succeed or fail. Nonverbal social behavior refers to all those human responses which are not spoken or written words.

We need relationships to live, thrive, and be happy. Relationships involve these steps: *choose – begin – deepen – end*. We get the most out of the beginning of a relationship; there are people who have trouble beginning relationships. The most important part is the "end" – it helps you better choose the next relationship.

Nonverbal behaviors include:

- Facial expressions
- Paralanguage (Prosody)
- Body movements (Kinesics)
- Gestures
- Touching
- Proxemics (Personal space)
- Objectics (Clothing, e.g.)
- Rhythm/Chronemics
- Smell/Odor

Similarities between verbal and non-verbal communications:

- They are both learned and complex
- Individuals can have receptive and expressive deficits in both
- They are both developmental (baby talk) and conversational (bi-kinesic)

It is in the ways nonverbal language differs from verbal language that makes it important in forming relationships.

Differences between verbal and non-verbal communications:

Verbal language is more discrete and can be stopped at will while nonverbal communication is more continuous and impossible to stop

Nonverbal language takes place more out of awareness than does verbal language

Verbal language mistakes usually have a negative intellectual impact

Nonverbal errors usually have a negative emotional impact

Verbal language is learned directly and formally while nonverbal language is learned indirectly and informally

When verbal and nonverbal messages disagree in emotional meaning, we tend to believe the nonverbal message

Nonverbal modality: rhythm, personal space, touch, facial expression, and posture/gesture. 33% of people have a negative "resting face," and even more so as we age. Be sure that you smile.

Paralanguage is the most important form of communication such as emotion in one's voice, talking too softly, and talking too fast. It's a good idea to try to improve your voice, but most of us have not done so.

Remember Sapir's quotation: that nonverbal language is sent in accordance with an elaborate and secret code that is written nowhere, known by none and understood by all.

Sapir's quotation rewritten by Steve Nowicki: that nonverbal language is sent and received largely out of awareness and continuously, according to rules that are learned indirectly and informally, but are known to most individuals in a culture, and though thought to be understood by all, nonverbal information, in reality, is not understood by a significant number of people who may not even be aware of their deficit or of its potential negative impact on their lives.

Announcements:

The next meeting will be in the GT Police Headquarters Beringause Community Room on November 12 at 10:30 am-12 noon with speaker Dr. Susan Margulies, Chair of the Coulter Dept. of Biomedical Engineering at Georgia Tech and Emory University.

Sally Hammock reminded members of the December 3 Holiday Luncheon at Petite Violette at 12 noon (our reserved room will be available for conversation at 11:30 am, where you can enjoy a beverage purchased at the restaurant bar, if you like). All the details are on the registration forms distributed and will be sent to SJ members via email. The deadline to RSVP is Tuesday, Nov. 26. You may wish to contribute to our annual donation project, Children Read, by bringing one (or several) pre-K level books to the SJ Luncheon on Dec. 3. Sandra Thorton spearheads this project for us.

Tour: For those who missed the tour at the last meeting, Assistant Police Chief Frank Trammer offered another tour. He provided an overview of the GT Police Department and its headquarters: 101 sworn police officers and about 2,000 security cameras across campus. And gave a tour of the new Police Headquarters, including the radio/dispatch room, evidence room, fingerprint ID area, one of the bomb-detecting dogs, the locker rooms, and training rooms. It is a topnotch, state-of-the-art, high-tech facility.