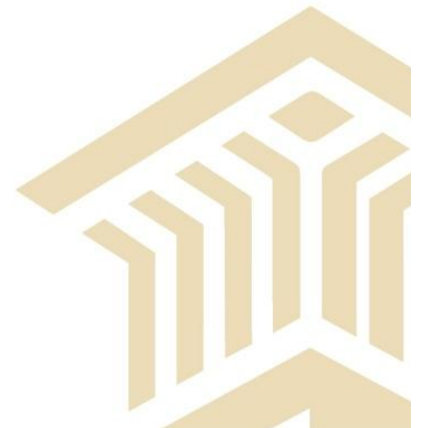


# the visible signal of an emotional/affective state

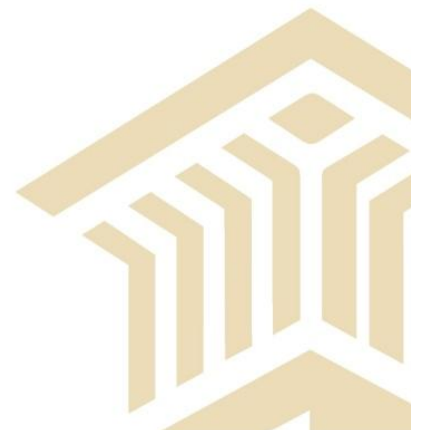
How we communicate our emotions

## EMOTIONS' EXPRESSION



## Why is communication important?

- ◆ **we are open manifestations of what happens within us** (dentro di noi)
- ◆ communicating emotions is important for relationships:
  - ◆ Darwin said that communicating emotions allows us to let the others know what are our emotions and so how we are going to behave



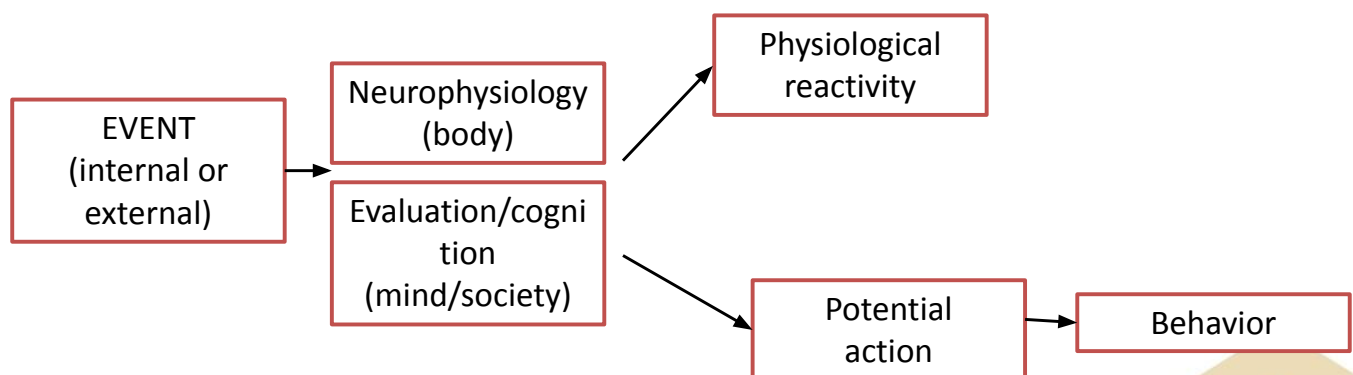
# Emotions' expression in different theoretical approaches

- ◆ Bio-psychological approach
  - ◆ Innate development
  - ◆ Instinctively we express emotions in a universal way (especially basic ones)
  - ◆ But display rules interfere somehow
- ◆ Socio-constructivists
  - ◆ At the beginning emotions are undifferentiated
  - ◆ When we learn through interaction (and language) what our culture define as a specific emotion, we will start differentiating them
- ◆ They both agree that emotions' expression is fundamental in the interpersonal communication



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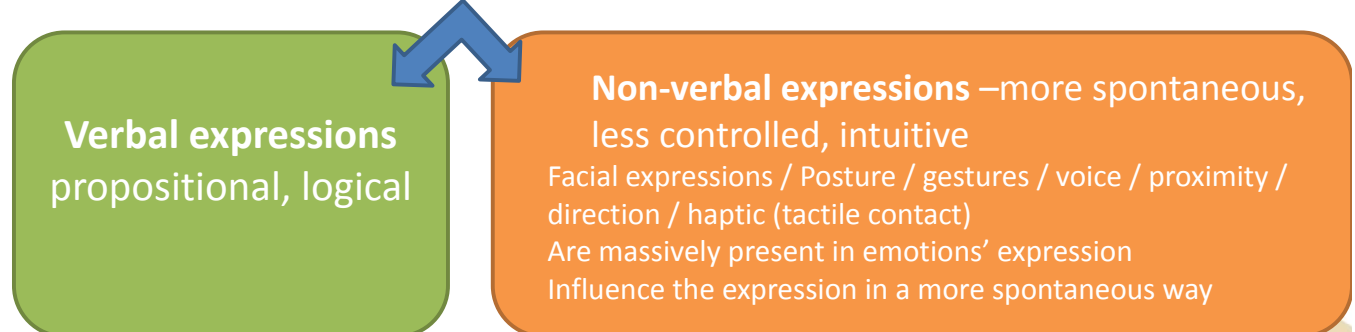
## The process of emotions



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# How we communicate emotions

- ◆ Emotions' expression is the **outcome** of emotional process
  - ◆ So that other people can recognize what we are feeling
- ◆ We can communicate through (attraverso):

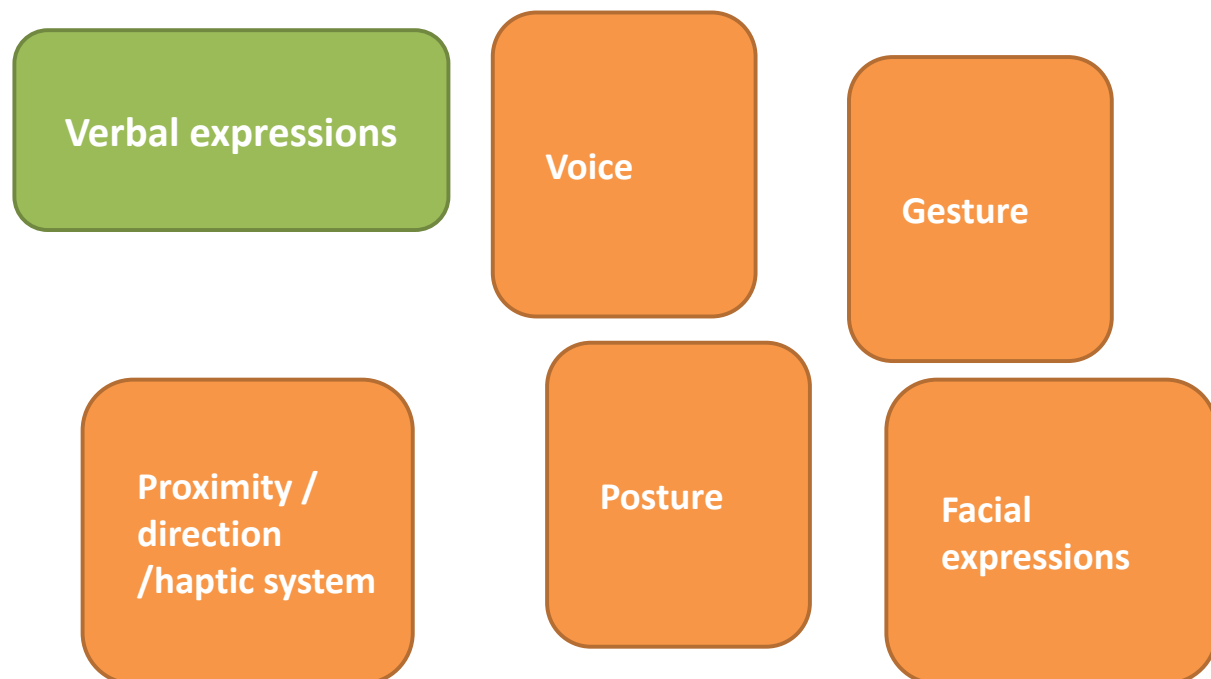


- ◆ They are both important and required
- ◆ They respond to different functions
- ◆ In development (sviluppo), non-verbal component appears first
  - ◆ Pseudo-dialogues with the caregiver



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# How we communicate emotions



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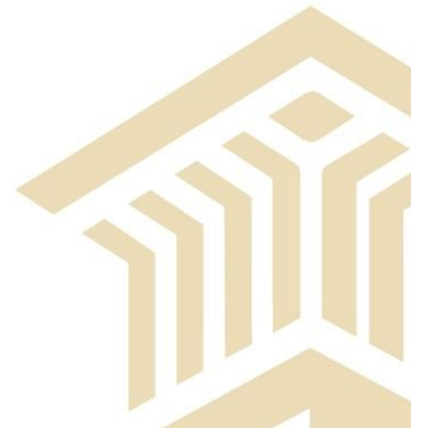
# Facial expressions

Non-verbal expressions

- ◆ **Specialized channel** for non-verbal emotional expression
- ◆ Extremely **sophisticated**
- ◆ Facial expressions are universally recognized (for basic emotions)
- ◆ Constitutes a **valid and reliable** (affidabile) measure of emotions
- ◆ Promotes interpersonal communication
- ◆ Individual differences
  - ◆ Coding (expression)
  - ◆ Decoding (interpretation)



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# Facial expressions

Non-verbal expressions

- ◆ Gender differences
  - ◆ females leading in both coding and decoding, from early ages
- ◆ Different facial parts have different roles:
  - ◆ Upper part (eyes, eyebrows and forehead)
  - ◆ Lower part (cheeks, nose, lips, chin)
  - ◆ **Left** and right part
  - ◆ **incredible details!!!**
- ◆ Facial Action Coding System (FACS) □ 44 Action Units □ over 7000 possible movements
  - ◆ Type of AU/ Intensity / Spontaneity
  - ◆ Baby FACS



- ◆ Emotional expression among blind people
  - ◆ same muscle activation
  - ◆ The expression is just less accurate



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# Facial expressions

Non-verbal expressions



Duchenne smile

Action unit 6 (cheek raiser) and  
12 (lip corner puller) = smile

<https://imotions.com/blog/facial-action-coding-system/>



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# Gestures

Non-verbal expressions

- ◆ Central in body language
- ◆ Different functions:
  - ◆ Conventional symbolic gestures (e.g. OK)
  - ◆ illustrators (while we talk)
  - ◆ Regulatory (marking timing in the communication exchange, e.g. annuire)
  - ◆ Adaptors- promoting ease (agio)
- ◆ Linked to the intensity of emotions □ **the higher the intensity, the more gestures**



Ekman & Friesen, 1969

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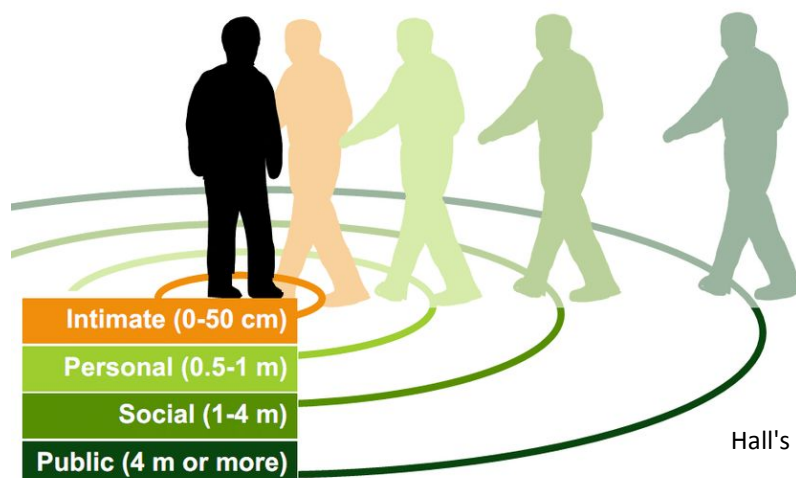




## Proxemic

Non-verbal expressions

- ◆ Proxemic definition (Hall, 1963): *"the interrelated observations and theories of humans use of space as a specialized elaboration of culture"*
- ◆ Use of space and interpersonal distance □ markers of emotional exchange
- ◆ **Changes in proximity indicates how the quality of the relational exchange is going**



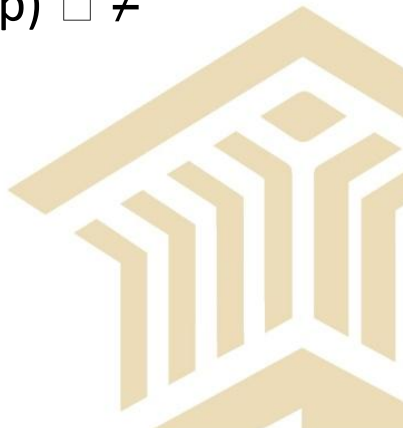
Hall's proxemic zones



# Haptic system (Sistema aptico, o aptica)

Non-verbal expressions

- ◆ Concerns all actions targeted at **body contact with others** (e.g. massage, caresses, hugs)
- ◆ Fundamental in early ages to develop security of attachment
- ◆ Quality of contact is not always equal to emotional value! (but depends on the relationship)  $\square \neq$



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## Voice

Non-verbal expressions

- ◆ **How** we say things: rhythm, intensity, intonation
- ◆ The voice represent the interaction between expression and **arousal!** Type of emotion + Intensity of emotions
- ◆ The hardest to be controlled! (versus facial expression, which is the easiest)



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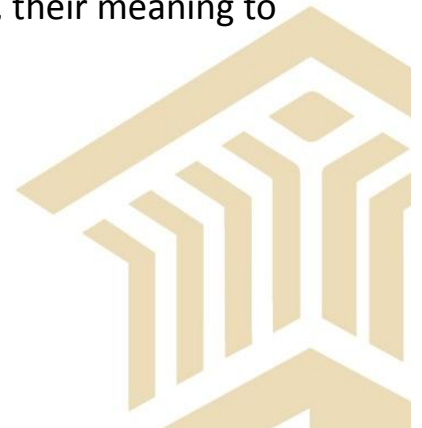


## Intentionality in emotion expression

- ◆ The level of intentionality of our emotional exchanges depend on the combination of the verbal and non-verbal component
- ◆ **Verbal** communication is generally more **intentional**, whereas non-verbal communication rarely is
- ◆ Verbal expressions
  - ◆ Language allows us (ci consente) to **exchange a large amount of information** about our emotions (mixed emotions, their meaning to us, etc)



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## But always remember the misleading expressions! (espressioni ingannevoli)

- ◆ **Display rules** = norms for the appropriate expression of emotions
- ◆ different techniques:
  - ◆ **intensification** - of the emotion we are feeling, usually amplifying the socially expected behavior
  - ◆ **de-intensification** - when we are showing a weaker version of what are we feeling (e.g. jealousy)
  - ◆ **inhibition** - we are trying to show no emotion (poker face)
  - ◆ **masking** - showing a different emotion
- ◆ they are a product of our culture, learnt through interaction!
  - ◆ examples of cultural differences (different emotions are valued in different cultures) → America values excitement (representing independence) VS many Asian cultures find it inappropriate to discuss personal enthusiasm (and value calmness and contentedness)

