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Interpersonal Cues Interview (ICI)

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1988

Instructions to Participants

The purpose of this study is to discover what cues people use when interacting with one another. The interview will take approximately half an hour during which I will be asking you 13 questions. Although some of the questions may seem repetitive, they are not identical so please answer each one independently.

The significance of the study will depend on your ability to remember and be aware of cues used in various situations. When answering the questions, please be as specific as possible and list as many cues as you can think of.

Although these questions are not personal, your answers will remain confidential. Is this OK?

Instructions to Interviewer

All Purpose Prompts (more) – You must use one all purpose prompt per question

- 1) Can you tell me more?
- 2) Can you think of anything else?
- 3) Anything else you can add?
- 4) Anything else you can think of?
- 5) Can you tell me anything else?
- 6) Anything else?
- 7) What else can you think of?
- 8) Go on.

Optional Prompts (specificity) – You may use a maximum of 2 prompts

- 1) Can you be more specific?
- 2) Can you clarify that?
- 3) Can you give me an example?
- 4) Please specify.
- 5) Please be more specific.
- 6) Please clarify that.

Interest - Expression

- 1) How do you indicate interest in what a friend or acquaintance is saying?
- 2) How do you indicate to someone you have just met that you are interested in dating him/her without actually asking him/her out.
- 3) When you are on the telephone, how do you indicate interest in what a friend or acquaintance is saying?

Lack of Interest - Expression

- 4) How do you indicate boredom with what a friend or acquaintance is saying?
- 5) Without saying so outright, how do you indicate to someone that you have just met who is interested in dating you that you are not interested in him/her?
- 6) When you are on the telephone, how do you indicate boredom with what a friend or acquaintance is saying?

Interest - Reception

- 7) How can you tell when a friend or acquaintance is interested in what you are saying?
- 8) How can you tell when someone you have just met is interested in dating you?
- 9) When you are on the telephone, how can you tell when a friend or acquaintance is interested in what you are saying?

Lack of Interest - Reception

- 10) How can you tell when a friend or acquaintance is bored with what you are saying?
- 11) How can you tell if someone you have just met and are interested in dating is not interested in you?
- 12) When you are on the telephone, how can you tell when a friend or acquaintance is bored with what you are saying?

People with Visual Impairments - Advantages/Disadvantages

- 13) In terms of cues people use in relating to one another, what advantages and disadvantages do people with a visual impairment have?

Demographic Information Questions

- 1) Sex
- 2) Age

For visually impaired sample:

- 3) Do you consider yourself _____visually impaired or _____blind?
- 4) How long have you had a visual impairment?

For sighted sample:

- 3) Do you know anyone with a visual impairment?

Thank you for participating in this study.

Interpersonal Cues Interview: Coding Manual

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Summary of Codes

Nonverbal Behaviors (*=Unclassifiable. In nonverbal in manual)

BL - Body Language (gestures) NVV
FE - Facial Expressions (Gestures) NVV
L - Looking NVV
PA - Paralanguage NVPA
PO - Posture NVV
PR - Proximity NVV
T - Touching (feeling) NVTO

Unclassifiable Behaviors (grouped in manual with nonverbal codes)

*AT - Attention = UN
*OB - Other Behavior UN

Intangible Behaviors (*=grouped in manual with nonverbal, #=with verbal)

*INT Intangibles IN
*INT UN - Unclassifiable Intangibles IN
#INT VI Verbal Intangible IN

Verbal Behaviors

AQ - Ask Questions VH
AL - Active Listening VH
C - Conversation VH
I - Indirect VH
O - Outright VH
RQ - Responding to Questions VH

Super-ordinate categories

Verbal Heard	N.V. Visual	N.V. Touch
VH	NVV	NVTO
AQ	FE	T
O	BL	
I	PO	
RQ	L	
C	PR	
AL		

N.V. Para	Unclass	Intangible
NVPA	UN	INT
PA	AT	INT
	OB	INT UN
		INT VI

Combinations: (Cue 2)

- AQ 0 +AQ1 (for dating)
- AQ0+AQ2 (NONDATING)
- C3+C15+UN15
- FE1+FE2
- L0+L4
- C6+C12 (DATING)
- PO1+PO2+PO3 LEANING/BODY
- TO0+TO6+TO8 (TOUCHING/BODY CONTACT)
- IN13+IN16
- UN20+UN26+UN32 (WAY THEY ACT/APPROACH SITUATION)
- OB2+OB3+OB4+OB8

subtract

O1 from dating & from O total for dating because of way questions were asked

Advantages and Disadvantages Question 13

BL Body language
C Compensation
FE Facial Expression
H Hearing
MS Miscellaneous
PA Paralanguage
PQ Personal qualities
TO or T Touching
V Verbal
S Seeing
SE Senses
SM Smell
W Wastebasket

Nonverbal Behaviors

FE - Facial Expressions (Gestures) (the look on his face) NVV

0. facial expression
1. smile
2. smile (more) often
3. smile less often or infrequently
4. frowning
5. blushing
7. winking
8. batting eyelashes
9. raised eyebrows
10. lack of facial expression
11. bored look (bland, bleak, distant bored look on face)
12. embarrassed look
13. surprised look
14. looking intently or intensely
15. the way they look at you
16. interested look
17. sad look
99. miscellaneous

PR - Proximity NVV

0. proximity
1. close (e.g., sit close, stand close, move closer)
2. far (ex: not close, sit far, stand far)
99. miscellaneous

T - Touching (feeling) NVTO

0. touching
1. squeeze, pinch
2. put arm around person (e.g., around shoulder, etc. - touching with one's arm)
3. hugging (e.g., bear hug)
4. kissing
5. hitting, pushing, shoving (physical)
6. light touches (hand touching or body part)
7. hold hands
8. body contact (e.g., brush body, physical contact)
9. grab other (or body part)
10. avoid touching person (avoid contact, no touching)
11. tickle
99. miscellaneous

BL - Body Language (ex: mannerisms, body gestures) NVV

0. body language
1. gestures (hands)
2. head nods
3. fidgeting (e.g., playing with apparel objects (ex: play with lighter, doodle), playing with apparel objects (ex: watch, ring, clothes, etc.), self-stimulation (legs, arms, hair, shifting in chair, fiddling thumbs, nail biting, cuticle picking, etc...), scratching
4. lack of fidgeting or self-stimulation or body movements,
5. arms crossed
6. hand and face relations (e.g., hand under chin, head on hand etc.)
7. turn body and head away (turn away from person)
8. face someone (not same as looking at someone)
9. flipping one's hair flirtatiously
99. miscellaneous

* Verbal codes are content codes.

PO - Posture NVV

0. posture
1. leaning
2. leaning forward
3. leaning backward
4. standing or sitting straight
5. slouching
99. miscellaneous

AT - Attention = UN

0. attention
1. stopping what one is doing
2. ignoring distractions
3. hanging around you (linger to talk)
4. light cigarette
5. distracting oneself by doing something else (watching TV, reading a book, eating, talking to someone else, doing something else)
6. avoid person (e.g., leave, don't go where they go, walk away, walk out of room, move away, walk away from person)
7. get in his way and thereby attract his attention (bump into him)
8. ignore person, ex: don't interact, don't talk to me, avoid talking to me.
99. miscellaneous

PA - Paralanguage NVPA

0. paralanguage
1. speech duration (length of speech)
2. long speech duration ex.: talks a lot, talks longer
3. short speech duration ex.: don't speak much, mostly silent (much or little is coded as speech duration PA1) not make much of an attempt to talk, few questions
4. sigh
5. moan, groan
6. tone of voice (the way the person speaks to you)
7. high pitch excitement ex.: responding with enthusiasm, sounding interested
8. low pitch (bland, bleak, monotonous)
9. silence, (e.g., let me go on, let them continue till they're talked out, allow other to talk, don't interrupt, pauses, not let me speak
10. laughter
11. yawning
12. coughing, ex: clearing one's throat
13. humming or singing
14. abrupt
15. not abrupt
99. miscellaneous

L - Looking NVV

0. looking, ex: glances
1. eye contact, (ex: look me in the eye, frequent eye contact)
2. little or no eye contact or avoid eye contact ex.: not look into my eyes
3. staring
4. look at person/me (look right at person, focus on person)
5. look away (e.g., at something/someone, away from person, look around, don't look face to face, don't look at person/me, look at the window, check watch)
6. pupil size
7. look you over
99. miscellaneous (e.g., close eye movement)

OB - Other Behavior UN

0. other behavior
1. hang up phone
2. leaving with someone else
3. not showing up for pre-arranged appointment (date)
4. tells you they'll call back and they don't
5. phone me a lot
6. put phone receiver down (e.g., holding on while other does something)
7. courtesy behavior (e.g., walk me home, open doors. light cigarettes, pull out chair, do things to please you)

- 8. lack of courtesy behavior (e.g., not open doors or light cigarettes, not walk me home, not pulling out chair, etc.)
- 9. wait to be asked
- 99. miscellaneous

INT UN - Unclassifiable Intangibles UN

- UN 1. a feeling/ESP
- UN 6. get to know him/her, getting to know one another
- UN 7. flirting (without specifying)
- UN 9. be friendly ex: act nice, be considerate, easy going, be kind, be cheerful, happy, always in a good mood, being agreeable, nice, positive, does not mean you agree
- UN 10. be unfriendly ex: not nice, rude, discourteous, inconsiderate, unkind, not be pleasant, not warm, being cold, being disagreeable, nasty, negative
- UN 18. empathy, be supportive, express concern
- UN 19. pretending you are tired ex: spell of drowsiness all of a sudden
- UN 20. way they act or react
- UN 21. push you away (figuratively)
- UN 22. try to get his attention
- UN 24. way they listen
- UN 26. how they approach the situation
- UN 31. not responsive, not responding actively to what is said, no feedback, no impact
- UN 32. way they respond, responding, responsive, respond to what they say
- 99. miscellaneous

INT Intangibles IN

- 11. paying attention, ex: focus on what she's saying, listening intently or intensely, looks like I'm listening, do not indicate boredom, showing interest, seems enthusiastic
 - 12. not paying attention, ex: not listening, looks like I'm not listening, trying to seem detached, daydreaming, drifting off, act indifferent distance myself, be passive, aloofness, lack of interest, act disinterested, not interested in having a conversation, do not indicate interest
 - 13. seems nervous, ex: act uneasy, anxious
 - 14. seems relaxed
 - 15. noticing everything he/she does
 - 16. shy away, withdraw
 - 25. receptive to touch
 - 99. miscellaneous
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Coding Rules

1. List only the cues that pertain to the question asked and ignore other cues. Ex: Record only interest cues and ignore boredom cues for interest questions.
 2. Indicate on coding sheets whether subject is married or single, actual age, duration of impairment or whether they know anyone with V.I., Darlene and subject's designation of impairment.
 3. Do not record the same cues that are repeated in the same questions.
 4. Record general and specific cues. EX: facial expression -> smile, eyebrows raised, etc...
 5. Indicate where specific prompts occur with "SP" after cues and the general prompts with "GP" after you mention it. If after "SP" subject tells you that are connected to the "GP" record cues as one thoughts. If after "SP" subject lists a number of cues that do not clarify "GP" record cues as separate thoughts.
 6. When subject indicates various verbal excuses or responses, they are coded as one thought.
 7. If thought belongs to a category, is specific, but we have no such code, code it 99 with the category designation (e.g., their expression, they leave their mouth open = FE 99).
 8. Rules of precedence: a) Do not code Intangible if thought can fit into any other category. b) Code the specific thought rather than the general if both are given. c) Code OB only when thought does not fit any other tangible code (exception - code OB specific number rather than tangible code 99).
 9. If phone for a purpose, code the purpose. If action for a purpose score action+. ex.: take me to club to talk to you = OB99.
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Verbal Coding

VH AQ - Ask Questions ex: if the response is "ask questions, ask more questions" ex.: try to elicit answers from them

0. AQ

1. ask personal questions re self, do you have a boyfriend, find out interests, where do you hang out, etc., find out if they are looking for advice
2. ask questions detailed: ex: ask open- ended questions, inquisitive about what is said, try not to be boring with questions, ask more questions on subject or about what I'm saying, ask if I don't understand, clarify points
4. ask close-ended questions
5. check if person understands. ex.: do you understand, do you know what I mean.
6. ask person to repeat
99. miscellaneous

VH O - Outright

0. O

1. invitation, ex: ask me out, show interest in you, ask me for coffee, insist on seeing you again
2. they ask for my phone number, address
3. tell them outright, ex: I'm bored, not interested, not compatible, tell them I don't understand what they're saying, I'm interested, I like you, we've covered this before, politely let them know that I'm not interested, tell him not interested but want to be friends, tell him I don't have much to say, ask them to change topic, tell them I have time for them
4. refuse invitation
5. accept invitation
6. inform them "I have a partner" (it could be the truth) ex.: talk about boyfriend
7. offer help when in need 99. miscellaneous e.g. refuse to talk to you

VH I - Indirect

0. I

1. subtle hints ex.: school important and I don't have time (to go out) (for boyfriend), ex: bring up someone else's name, ask indirectly to go out or meet again, mention activity that can be done together, let them know how important friendship is, only interested in being friends
2. lying = excuses, ex: he doesn't want to see me all that often, I'm busy, tell them I have to go.
3. talking to friends about "new prospect"
4. compliments
5. insults ex: that's stupid.

6. raincheck, ex: talk/call me back later sometime, discuss later on
99. miscellaneous e.g., find reasons to talk to you

VH RQ - Responding to Questions

0. RQ e.g., answer questions - responding to questions
1. open-ended answers - lengthy answers
2. close-ended answers - one wonders, ex: OK, yes/no, vague answers
99. miscellaneous

VH C - Conversation

0. C, what we talk about
2. change the subject, ex: bring up other topic, switch topic [say something that has nothing to do with the subject (what you're saying)] ex: talk about things that are irrelevant, off the wall questions
3. end conversation, interrupt, cut you short, cut you off, say I'll be back in a minute, hold on a second, no questions relating to topic, don't give much encouragement to continue topic
4. jokes
5. continue conversation e.g., add to conversation, ex: get really involved in conversation, conversation given back to me, go deeper into subject, keep up conversation, mention different ways of looking at something, add what I think about certain subjects, add relevant viewpoints on subject - say why agree/disagree, won't just say yes/no, give opinions, participate, right on top of conversation, making comments, put 2 cents in, keep talking, say yes that's great, filling in, bring up suggestions to make topic exciting, make interjections: "I agree with this ... I don't agree with that", keep on topic, keep conversation going in certain direction, don't change topic, saying something with regards to the subject, things introduced into conversation lets me know they are following me, talk to her, 2-way conversation
6. elevator talk, ex: shallow conversation, say silly things, casual talk - keep it plain, say hello, hi, how are you, no personal questions
7. agreeing with person (without stating also "I don't agree"), ex: that's what I think, confirming with what they are saying.
8. disagreeing with person (without stating also "I agree"), ex: I don't agree, argue, willing to argue the point
9. show knowledge, ex: add info to show I have done something like that, try to show I am knowledgeable about subject person is interested in
10. compare interests, ex: to see if we are compatible
11. compare differences, ex: things that she likes, I would tell her I dislike, show we are different, not compatible
12. avoid topic, ex: of going out, steer away from personal topics of conversation
13. talking about personal things, ex: bring up topics in conversation such as work, social, family, interests, etc..., personal experiences
14. give advice, ex: encourage them into what I think they should do

- 15. not pursue conversation, ex: no input, not asking questions, not coming up with additional suggestions, not adding to conversation, not answering questions, not follow-up with what person is saying
- 16. create conversation
- 99. miscellaneous e.g., I keep repeating myself, coming up with statement that sums things up such as "that's life", greet him

VH AL - Active Listening

- 0. ex: play part of listener
- 1. paraphrase, ex: repeating what is said
- 2. assent, ex: acknowledge what is said (Uh hum, yes, OK, yeah, sure, I understand, right, etc.) (Code assent only if person specifies how they assent)
- 99. miscellaneous

INT VI Verbal Intangible

- 1. try to bore person
- 99. miscellaneous e.g. react honestly on how I feel, respond vocally

Rule:

- 1. "Without asking out" how do you indicate DO NOT CODE ANSWER "I'll ask them out".
 - 2. If you feel that code should be NV code, do not code NV, but code as most likely 99 in Verbal.
 - 3. If we have no idea where thought belongs code 999.
 - 4. Only code each statement once.
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Cue Study Advantages and Disadvantages Coding Manual Question 13

Legend: 99, # advantage
XX, A,B,C,... disadvantage

Smell = SM

1. sense of smell better
99. miscellaneous advantages
XX. miscellaneous disadvantages

Hearing = H

1. tuned to sudden moves
 2. better hearing, ex: more sensitive hearing
 3. auditory localization is better, ex: proximity
99. miscellaneous advantages a. distracted by sounds
XX. miscellaneous disadvantages

Paralanguage = PA

1. ability to detect from voice emotion and states of mind better because tone of voice cannot be disguised, ex: interest, boredom, mood
99. miscellaneous advantages a. inability to detect from voice because voice can be disguised (masked)
XX. miscellaneous - disadvantage

Touching = TO or T

1. acceptance of touching, ex: more receptive to touch (being touched and touching)
 2. more sensitive to the meaning of different types of touch
99. miscellaneous - advantage a. blind lose out because sighted do not know they are receptive to touch
XX. miscellaneous - disadvantage

Body language = BL

1. use more body language
 2. can't tell negative body language, ex: being made fun of
 3. more conscious of own body language
99. miscellaneous a. can't see body language, ex: fidgeting, if they turn away, look around b. odd head position, ex: look down which may be misinterpreted as disinterest c) can't see hand gestures, ex: if someone wants to shake your hand d. inappropriate postures
XX miscellaneous

Verbal = V

1. use verbal cues more effectively
 2. use more descriptive cues
 99. miscellaneous a. put foot in mouth because missed visual cues b. answer questions not directed towards you c. don't know if people are talking to you or not d. easily lied to e. have to rely on speech content
- XX miscellaneous

Personal qualities = PQ

1. better judgment about people (ex: instinct, ESP, gut feelings, feel how warm/cold person is, 6th sense)
 2. listen better (e.g., more attentive. listen more closely)
 3. more understanding (ex: empathy, compassion, in tune with others, sensitive)
 4. strong character
 5. more open to others (ex: open up more)
 6. experience more feelings (ex: broader range of emotions)
 7. not affected by physical appearance (ex: not prejudiced, not affected by skin deep factors, see with the heart)
 8. more analytical
 9. express themselves better
 99. miscellaneous a. more insecure b. more paranoid about impairment
- XX. miscellaneous

Senses = SE

1. use senses more
 2. senses more effective
99.
XX.

Facial Expression = FE

1. don't give away inner feelings in eyes
 2. don't see facial expressions (ex: crude or dirty looks, boredom 3. they use more facial expressions
99. miscellaneous a. don't see facial expressions - makes it difficult to interpret what other mean, ex: smile, blinking of eye b. can't respond to facial expressions c. can't read lips d. can't express interest/lack of interest through facial expression
- XX. miscellaneous

Seeing = S

1. don't get distracted by visual surroundings (ex: fidgeting, visual cues)
2. don't get influenced by misleading nonverbal cues

99. miscellaneous a. no eye contact b. can't see flirting c. can't see what someone looks like (ex: end up with an ogre d. don't see people (ex: hard to make friends, longer to get to know someone) e. don't see visual cues f. can't see if someone is doing something else g. can't see person far away h. can't see if someone is (romantically) interested in you i. can't see other looking at you j. sighted have to approach you k. can't see who is around, ex: hard to excuse self to join someone else l. can't see if someone walks away

XX. miscellaneous

Miscellaneous = MS

1. use disability to get out of things (ex: helping, ignoring someone)
 2. assume others are paying attention to you
 3. having a new conversation topic (ex: disability is conversation topic)
99. miscellaneous a. longer to get to know person b. hard to tell what others thinking/feeling c. sighted turned off by impairment, ex: make you feel introverted and uncomfortable d. difficult to walk and give cues at the same time e. depend on others to know about other's physical appearance f. awkward to stand (in social situations) because can't see anything g. can't tell people's reactions, ex: if they're pretending to be interested or listening

XX. miscellaneous

Compensation = C

1. ask people for help as a way of getting to know them
2. express oneself by touching, ex: touch someone to show interest
3. can feel faces
4. being touched more when other is enthusiastic
5. form opinion by touch, ex: if one is fat
6. can tell interest or boredom by NV cues e.g., yawning, silence) and by verbal cues
7. can hear when one is fidgeting
8. can get a sense of person through movement and pronunciation
9. can smell people, ex. perfume
10. can feel rather than see hand movements

Wastebasket = W

1. more interested in conversing on phone
2. let down more easily by words than by facial expressions

Rules

1. if thought could be advantage/disadvantage or compensation, make it advantage/disadvantage
 2. if general and specific thought code specific
 3. if thought is a statement about people and not advantage/disadvantage code it wastebasket.
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