

Quick Tips on Effective Communication Skills (Non-Verbal)

Non-verbal factors such as posture, body movement, gestures and facial expressions often convey a clearer and more accurate message than the actual words we use. Consider the following:

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|--------------|-------------|------------|
| 1. happiness | 2. surprise | 3. anger |
| 4. sadness | 5. fear | 6. disgust |

A person's attitude may be easily recognized through specific posture, body movement, and gestures. Consider the following:

1. Defensiveness: crossed arms or legs, pointing fingers.
2. Evaluative: scowl/glare or frown, shaking finger, hands on hips.

It is important to understand that when giving and receiving the message, non-verbal language speaks just as loud as your verbal words. Know the signs when a person is receptive to listening to you.

Warm Behaviors

Direct eye contact
Touching
Smiling
Nods
Eyes wide open
Forward lean
Positive facial expression

Cold Behaviors

Stare
Fake yawn
Looking Away
Nervous habits, fidgeting
Shakes head negatively
Moves away from speaker
Negative facial expression

Eye contact is a key element in developing effective communication skills. There is usually more eye contact when:

- You are discussing impersonal topics.
- You are at a distance from your partner.
- You like your partner.
- You are talking with your supervisor.
- You tend to be extroverted.
- You are self-confident.
- You are listening (not speaking).

There is usually less eye contact when:

- You are discussing intimate subjects.
- You are speaking (not listening).
- You dislike your partner.
- You are introverted.
- You are trying to hide something (guilt, sorrow, etc.).
- You are talking with a subordinate.
- You are interested in your partner's reactions.