

Activity:

Interpreting Nonverbal Behavior

► PURPOSE

Strengthen skills in identifying others' emotions through body language and facial expressions

Strengthen skills in managing personal nonverbal language to send appropriate and consistent messages

Strengthen awareness of personal bias and reflective response

Nonverbal behaviors

- Are strong communication tools
- Are partial clues — not the whole picture
- May conflict with a person's actual intent or feelings
- May be misread — ask about confusing or contradictory cues

List factors that influence nonverbal behavior

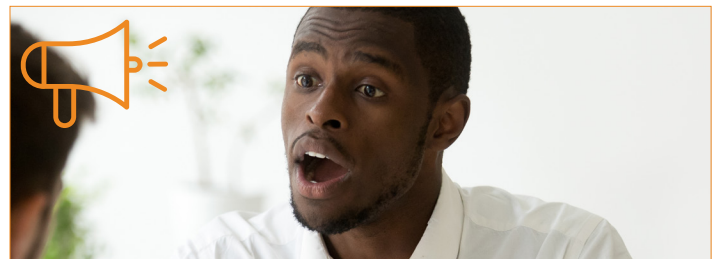
- Facial expressions
- Gender
- Body posture
- Gestures
- Situation
- Culture
- Age
- Health
- Physical limitations

Consider context and other variables (such as rank and culture). You may want to modify your nonverbal behavior to help your listener(s) connect with you.

Eye contact



Tone of voice



Gestures and body language



Facial expressions

