

Nonverbal Communication Strategies



- Limit use.
- Avoid hands in pockets, arms folded, and hand wringing.
- Nervous? Put hands to sides.

Hand Gestures



- Be aware of your own personal space.
- Give others personal space.

Proximity



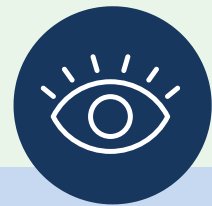
- Stay aware.
- Keep a calm and neutral facial expression.
- React genuinely to positive triggers.

Facial Expressions



- Keep straight posture.
- Lean forward.
- Keep body facing other person.

Posture



- Always make eye contact.

Eye Contact



Verbal Communication Strategies



- Brevity is important.
- Keep it short and to the point.

Clear & Concise



- Ask questions that cannot be answered with a yes or no.

Open-Ended Questions



- Neutralize negative reactions with a calm tone.

Master Tone



- Make sure you are not multitasking. This conveys attentiveness.

Active Listening



- Avoid special words or expressions used by a profession or group.

Avoid Jargon