

Nonverbal Communication Skills

To communicate well, we need to learn the best words to say, as well as how to say them. Nonverbal communication skills are the things we do when we are talking with others, including the following:

Eye Contact	Look people in the eyes; don't stare.
Posture	Show good <i>posture</i> when standing and sitting. Look relaxed, but upright.
Body Movements/ Gestures	Use appropriate <i>body movements</i> and <i>gestures</i> when talking. <i>Gestures</i> refer to movements of the hands or body that emphasize what is being said.
Facial Expressions	<i>Facial expressions</i> should match the discussion. Smiling and head nods tell people you are listening.
Voice Volume/Tone	<i>Voice volume</i> should be pleasant, not too loud or soft, and the pitch of your voice should go up and down naturally with emotions and emphasis. Avoid speaking in a monotone.
Speech Smoothness	Maintain <i>speech smoothness</i> ; don't talk too fast or slow and pause to let others speak. Be short and sweet.
Energy Level	Overall energy level can show enthusiasm and interest. Don't be too hyper or too slowed down.

My Priority Nonverbal Communication Skill: _____