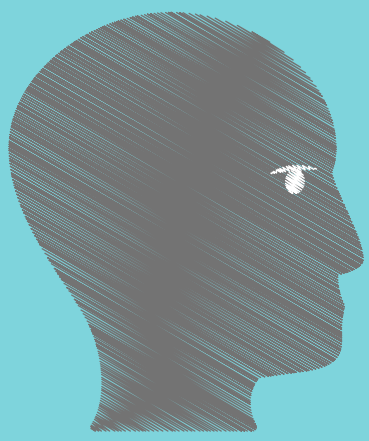


# Non-Verbal Communication



## Types

### Facial Expressions



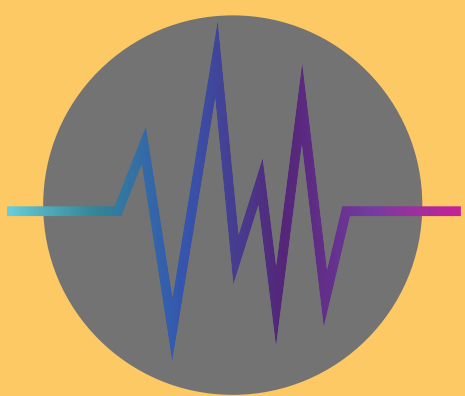
Our face is able to convey countless emotions without saying a word. The facial expressions of happiness, anger, sadness, surprise, fear and disgust are recognised universally.

Anything from our overall body posture to the subtle movements we make communicates information to others. People perceive us differently depending on how we stand, sit or move.

### Body Language



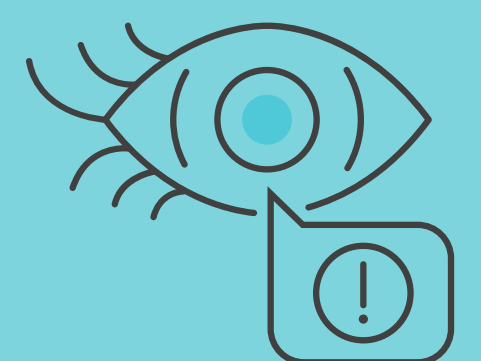
### Voice



Our voice carries so much more than our words. It is often *how* we say things rather than *what* we say that has the most impact. Our tone, volume and pace all indicate various emotions.

Eye contact is crucial for our ability to read some else's emotions. It is an important tool for us to make connections, convey interest and affection, and maintain the flow of conversation. Too little eye contact can make us seem like we are avoiding or trying to hide something. Too much eye contact can be intimidating or confrontational.

### Eye Contact



# Non-Verbal Communication

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## Tips For Your Next Conversation

**1** **Maintain an open and relaxed posture**  
No arm crossing, leaning into the speaker or sitting slumped

**2** **Smile to project warmth and kindness**

**3** **Make regular eye-contact without staring**

**4** **Use a steady and gentle tone of voice**  
Making sounds (such as 'ahh') can help convey understanding

**5** **Take a few breaths**  
This helps you feel more calm and less stressed

**6** **Maintain attention**  
No open screens, no checking your phone, no looking around the room