

# ACTIONS SPEAK LOUDER THAN WORDS!



DO YOU KNOW WHAT YOUR BODY LANGUAGE IS SAYING TO PEOPLE?



It's generally accepted that 60% of all human communication is non-verbal body language.

- A further 30% is in your tone of voice.
- Everyone can read the expressions and micro expressions in your body, face and tone.



Take time to be aware of your own body language

- Making eye contact is crucial, look up from the computer even if you are checking something on it.
- Crossed arms come over as defensive, be open with your body as well as your mind!



We all monitor each other's emotional states and know the signs of discomfort

- Rubbing necks or faces.
- Blocking, with objects, hands, turning away.
- Facial expressions.
- Distractions, looking away, flipping, through paperwork, acting impatiently.

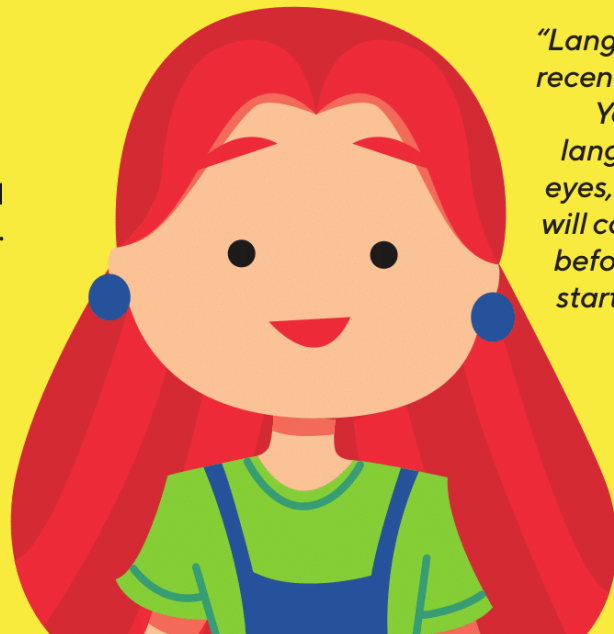
PEOPLE WITH DISABILITIES EXPERIENCE NEGATIVE AND OFTEN UNCONSCIOUS BODY LANGUAGE ALL THE TIME. BUT YOU CAN CHANGE THAT WITH ONE SMILE

## POSITIVE BODY LANGUAGE

Positive body language is universal and is read as a reliable indicator of people's true feelings.

And it's easy!

- Relaxed body and posture.
- Good eye contact.
- Nodding in agreement.
- Taking notes.
- Smiling and adding humour.
- Moderation is the rule, over exaggerated gestures are also easily read as negative!



*"Language is more recent technology. Your body language, your eyes, your energy will come through before you even start speaking."*