

Name: _____

Date: _____

Non-Verbal Communication

Instructions

Consider how people communicate without words. A few examples are provided below. Consider the various gestures, facial expressions, and postures you observe in others. Fill in the boxes below with examples both positive and negative impacts of non-verbal communication.

Gestures

Positive	Response	Negative	Response
Waving you to a chair	Feel welcome	Waving you to a chair	Feel coerced
Hand raised to stop	Wait a minute	Hand raised to stop	Feel shut down

Facial Expressions

Positive	Response	Negative	Response
Smiling	Feel Assured	Frowning	Feel distrustful
Eyes raised	Surprised	Eyes raised	Concerned

Postures

Positive	Response	Negative	Response
Standing straight	Suggests confidence	Slumping	Suggests fear
Sitting upright	Engaged	Leaning back in chair	Disengaged