

COMMUNICATION - THE LIFE BLOOD OF RELATIONSHIPS

- 7% - WORDS
- 23% - TONE OF VOICE
- 30% - BODY LANGUAGE
- 40% - FACIAL EXPRESSION

BODY LANGUAGE

- Facial Expression - shows interest, boredom, embarrassment
- Direct Eye Contact - shows reflection or distraction, confusion or boredom
- Posture - Lean in direction of person or not shows closed or openness
- Tone of Voice - Projects enthusiasm, interest, calmness, anxiety, depth or boredom
- Gestures - Use of hands, arms, feet show high or low energy
- Distance - Can indicate fear or comfort

Look For

- Connection of nonverbals to the message do they reinforce or contradict