**Non-Verbal Communication Guide**

**Helpful Hints**

* A smile can be spotted from 300 feet away. So start with a genuine smile.
* Maintain a reasonable amount of eye contact and shake hands palm to palm. These actions come across as safe.
* We emulate those we trust, so build trust by matching the style of the other person. Don’t mirror exactly, but sync your pace, posture and proximity.

**Best Practices in Nonverbal Communication**

* Leaning forward indicates interest. Sitting back suggests aloofness.
* Direct eye contact should be used for 50% to 60% of the conversation.
* Upward inflection often sounds tentative. Speaking nasally can be interpreted as arrogant.
* Gestures below the waist are perceived as passive. Gestures between the waist and chest are considered assertive. Gestures above the chest are viewed as aggressive.
* Use good posture, maintain a steady stance, and keep an appropriate proximity to the other person.
* Dress the way you want to be seen. Your appearance says a lot about you in an interview, or even during a simple workplace discussion.

**What to Avoid**

* Fidgeting
* Eye rolling
* Arm cross
* Leaning back
* Avoiding eye contact
* Showing no nonverbal feedback
* Failing to mirror
* Holding a cell phone while communication

**What if it’s a Conflict Situation?**

* Exude confidence by maintaining a still, firmly planted posture with your knees
* Slightly bent.
* Build trust by mirroring the person and remember to keep gestures below the
* Waist as they seem the most non-threatening. Mirror without raising your voice.
* Once the other person starts to mirror you, move gestures between the waist and the chest and lower the pitch of your voice. This will move you into the assertive zone.
* To exhibit power, take up space; keep your head high, shoulders back, and your stance wide. Move gestures to above the chest.

Information gathered from Pryor Learning Solutions.com