

Notes:

# Non-Verbal Communication

## Body Language

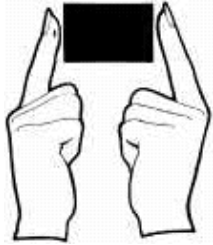



What are you really saying?

	When you do this...	You send this message...
Head	Shake from side to side	No. You're wrong.
	Nod	Yes. What you say has merit.
	Hold your chin up	I'm confident.
Eyes	Make warm eye contact	I'm glad you're here. I want you to succeed.
	Dart	I have deceived you.
	Wear sunglasses	I have something to hide.
	Squint	I'm angry.
	Raise eyebrow	I doubt it. Oh, really?
	Look down	I reject what you're saying.
	Wink in a friendly manner	We share a secret. I'm being facetious.
Mouth	Smile, lips open	I'm open. I'm happy. I like being here.
	Grin, tight-lipped	You're attacking me.
	Click tongue, or lick lips	I'm nervous.
	Open mouth as if to start talking	I want to interrupt you; I'm impatient.
	Yawn	I'm tired; I'm bored.
Hands	Clasp behind back when standing or "steeple" finger tips of one hand against those of the other	I'm confident; I know what I'm talking about.
	Chop one hand into the palm of the other	Take that!
	Gesture with palms facing up	I like being here. You are welcome here.
	Touch nose	I don't think so. I doubt you.
	Point; shake pointed finger at	This is the only way I can attack you now.
	Clasp behind head when sitting	I want to take control of this situation.
	Stroke chin (or beard)	Hmmm, let me think about that.
	Tap fingers	I'm nervous, bored, impatient.
Arms	Place hands on hips	I'm feeling defensive enough to act.
	Cross in front of body	I have something to hide; I don't want you to know what I know.
Legs	Cross tightly or rigidly	I'm feeling defensive.
	Tap foot / feet	I'm nervous, impatient, or bored.
Body	Lean forward	I'm interested in what you have to say. I'm interested in your success.
	Slouch	I'm not interested in being here. You are not worth my time. I don't value myself.
	Maintain erect but comfortable posture	I'm confident.
	Anchor behind the podium	I'm uncomfortable. I fear you will attack me.
	Walk through the class while talking and making eye contact	I know this material well. I want to help you.

Notes:

## Hand Gestures

Researchers have identified at least four categories of function in the language of gestures.

Gesture Type	OK	Not OK
<b>Illustrative</b> 	<ul style="list-style-type: none"> <li>Use hands to "illustrate" the size and shape of an object.</li> <li>Use hands to illustrate the flow of a process.</li> <li>Use fingers to enumerate several points.</li> </ul>	<ul style="list-style-type: none"> <li>Use hands to describe the human body.</li> <li>Use obscene hand gestures.</li> </ul>
<b>Indicative</b> 	<ul style="list-style-type: none"> <li>Point to a location on the student's monitor.</li> <li>Point to a location on a projected image.</li> <li>Use an open palmed motion to select or call on a student.</li> </ul>	<ul style="list-style-type: none"> <li>Point at a student.</li> <li>Snap your fingers at a student.</li> </ul>
<b>Emphatic</b> 	<ul style="list-style-type: none"> <li>Bring hands together in a single quiet clap.</li> <li>Hold hands together in "prayer" position, and gesture for emphasis.</li> <li>Thumbs up or A-OK.</li> </ul>	<ul style="list-style-type: none"> <li>Shake a pointed finger repeatedly.</li> <li>Pound a fist into your other hand.</li> <li>Pound the side of one hand into the palm of the other.</li> </ul>
<b>Feedback</b> 	<ul style="list-style-type: none"> <li>A rolling hand motion used to indicate that the student is on the right track.</li> </ul>	<ul style="list-style-type: none"> <li>A rolling hand motion used to hurry the student along.</li> <li>Wag a finger back and forth (no-no).</li> </ul>

**Notes:**

In the examples below, the italicized text indicates the point at which the speaker would gesture.

**1. Illustrative**

We use these pantomime-like gestures to communicate information that can be visualized. Shapes, sizes, dimensions, and common geometrical shapes are often "described" with illustrative gestures.

Examples:

He baked me a cake that was *this deep* and *this big around*.

The table stands about *so high*.

**2. Indicative**

These gestures are used to indicate location and direction. Indicative gestures help both the listener and the speaker. Just imagine trying to give directions without using your hands!

Examples:

I left it *over there*.

Take a *right* at the lights, then turn *left* onto Elm.

**3. Emphatic**

These gestures provide information relating to how we feel about something. Some positive feelings they communicate include conviction, joy, and pride.

Examples:

Our software is the *best* software you can buy!

Congratulations, you *did* it!

**4. Feedback**

These gestures provide guidance and affirmation. Use them to reward a response, to draw out more information, or to urge someone along a path.

Examples:

You're getting *warmer*...

Nice job!

**Notes:**