



## BODY LANGUAGE

Communication is mostly nonverbal! For instance, walking up to someone in an intimidating way might make it harder for you to constructively resolve a conflict you have with him or her. For this reason, it is important for conflict resolvers to pay attention to their own non-verbal cues and those of others. The following chart provides some examples of body language cues.

<p style="text-align: center;"><b>EYE CONTACT</b></p> <ul style="list-style-type: none"><li>✓ Lack of eye contact and looking at other things, i.e., cell phone, indicates lack of listening.</li><li>✓ Direct eye contact demonstrates that a person is listening and interested, but in some cultures, this can be offensive.</li></ul>	<p style="text-align: center;"><b>TONE OF VOICE</b></p> <ul style="list-style-type: none"><li>✓ A shaky voice may mean that a person feels under pressure.</li><li>✓ A calm and gentle voice usually means that the person is open to sharing.</li><li>✓ A loud voice may convey anger.</li><li>✓ A low voice may mean that the person is not clear or certain of what they are saying.</li></ul>
<p style="text-align: center;"><b>POSTURE</b></p> <ul style="list-style-type: none"><li>✓ Sitting up straight indicates calm.</li><li>✓ Leaning forward may convey wanting to dominate, or it may indicate interest.</li><li>✓ A person who leans back could be guarded or might not care.</li><li>✓ Closed arms may convey guardedness or non-caring.</li><li>✓ Fidgeting might indicate worry.</li><li>✓ Slouched posture may indicate a feeling of guilt.</li></ul>	<p style="text-align: center;"><b>FACIAL EXPRESSIONS</b></p> <ul style="list-style-type: none"><li>✓ A relaxed face welcomes people to talk and share.</li><li>✓ A threatening face puts barriers between the people in conversation.</li><li>✓ Rolling eyes is often seen as an offensive facial gesture.</li></ul>