

BODY LANGUAGE

The communication process is always nonverbal as well as verbal. Behavior expresses meaning, sometimes more clearly than words. To be an effective communicator, one must tune into body language and tone of voice.

***70%** of what we communicate is through body language

***23%** of what we communicate is through tone of voice

***7%** of what we communicate is through words

HOW we say something is frequently more important than **WHAT** we say..

| | Dos | Don'ts |
|---------------------------|--|--|
| Eyes | Good eye contact | Stare, glare, jittery, no eye contact |
| Voice (volume) | Loud enough to be heard clearly | Too soft or too loud |
| Voice (tone) | Tone communicates understanding | Disinterested, gruff tone, sarcastic |
| Facial expressions | Matches your own or other's feeling, smile | Frown, yawn, sigh, scowl, blank looks |
| Posture | Leaning forward slightly, relaxed | Leaning away, rigid, slouching, crossing arms |
| Movement | Toward | Away |
| Distance | Arm's length | Too close (less than 2ft) Too far (more than 5ft) |

Reference: Group Counseling for School Counselors: A Practical Guide (2008) Walch Education