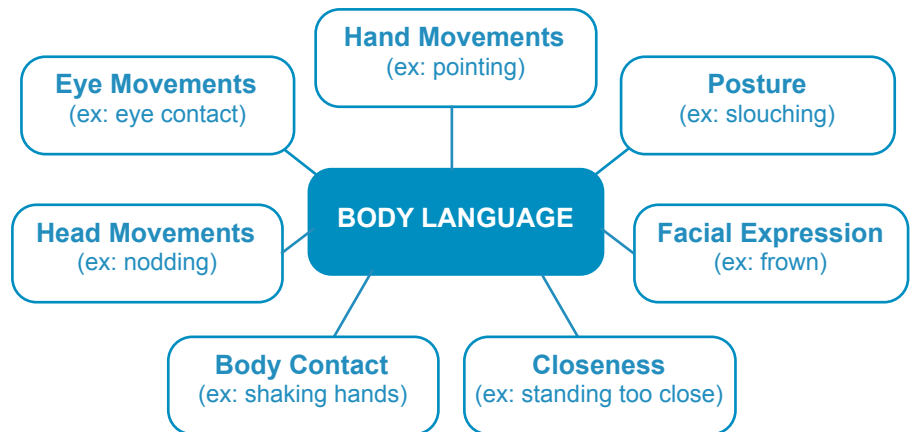




## Communication Series #2

# Body Language



## Body Language

Body language is an important part of communication. Non-verbal communication can constitute 50 percent or more of what we are communicating.

This includes facial expressions, body movement and gestures, eye contact and posture. The way you look, listen, move and react to another person tells them more about how you are feeling than words alone ever can.

Developing the ability to understand and use non-verbal communication can help you connect better with patients, express what you really mean, navigate challenging situations and build better relationships.

Ultimately you want to make sure all the nonverbal signals you are sending are giving the same message as your words. Below are some general positive and negative examples of body language to consider.

### Positive Body Language

- + Arms uncrossed
- + Standing with an open stance
- + Sitting at chair level
- + Maintaining eye contact
- + Smiling
- + Face the patient
- + Slowing down, breathing regularly
- + Nodding
- + Leaning in closer

### Negative Body Language

- Crossed arms or legs
- Standing with hands on hips
- Moving or leaning away from
- Looking away or rolling eyes
- Avoiding eye contact
- Frowning
- Pointing
- Tapping foot
- Looking at watch or phone