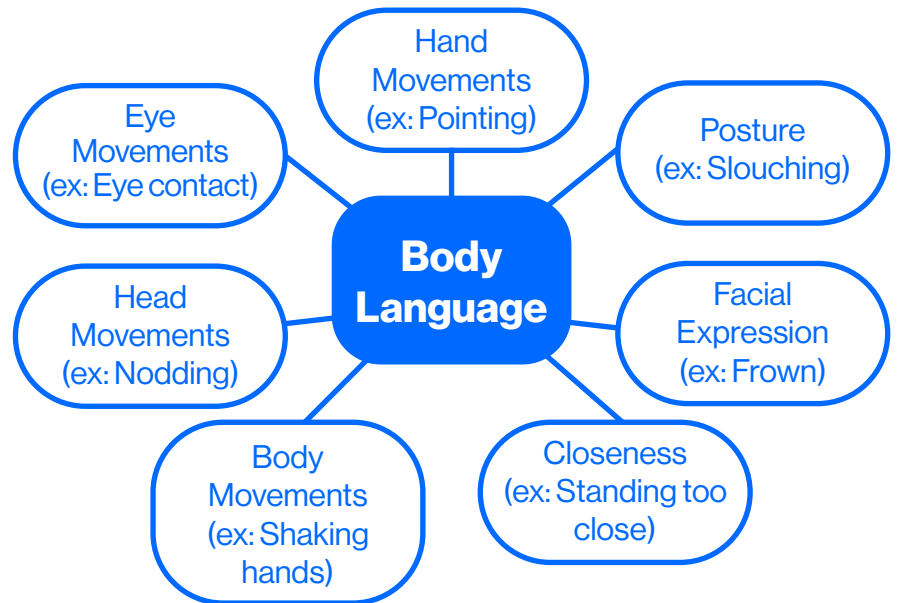




Huddle Up

Communication Series #2



Body Language

Body language is an important part of communication. Non-verbal communication can constitute 50% 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 non-verbal 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
- + Facing the patient
- + Slowing down, breathing regularly
- + Nodding
- + Leaning in closer

Negative Body Language*

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



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*May vary based on age, culture, religion, gender and emotional state.