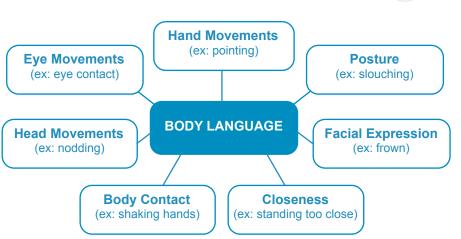


Body Language

Body language is an important part of communication. Nonverbal 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.

Communication Series #2 Body Language



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 | Negative Body Language |
|--------------------------------|--------------------------------|
| | |
| + Arms uncrossed | - Crossed arms or legs |
| + Standing with an open stance | - Standing with hands on hips |
| + Sitting at chair level | - Moving or leaning away from |
| + Maintaining eye contact | - Looking away or rolling eyes |
| + Smiling | - Avoiding eye contact |
| + Face the patient | - Frowning |
| + Slowing down, breathing | - Pointing |
| regularly | — Tapping foot |
| + Nodding | - Looking at watch or phone |
| + Leaning in closer | |
| | |





WWW.QSOURCE.ORG This material was prepared by Qsource, the Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Indiana, under a contract with the Centers for Medicare & Medicaid Services (CMS), a federal agency of the U.S. Department of Health and Human Services. Content does not necessarily reflect CMS policy. 20.QIO1.11.090