



PRACTICAL SHEET

OVERCOME THE MOST FREQUENT COMMUNICATION PROBLEMS

BEHAVIOR AND BODY LANGUAGE CAN SOMETIMES BE A BARRIER TO EFFECTIVE AND RESPECTFUL COMMUNICATION. HERE ARE SOME TIPS FOR CREATING POSITIVE INTERACTIONS. NOT ALL OF THESE TIPS WILL SUIT ALL CONTEXTS AND WILL NEED TO BE ADAPTED DEPENDING ON THE SITUATION.



FACIAL EXPRESSION



RECOMMENDED

- Use eye contact appropriate to the cultural context
- Adopt a warm and concerned expression
- Put your eyes on the same level
- Use varied and appropriate expressions such as relaxing the mouth and smiling occasionally



NOT RECOMMENDED

- Avoiding eye contact
- Fixating on the person or an object
- Raising eyebrows critically
- Placing your eyes too high or too low
- Nodding excessively
- Adopting frozen or rigid expressions
- Smiling inappropriately



BODY LANGUAGE



RECOMMENDED

- Moderately expressive arms and hands
- Appropriate gestures
- The body is tilted slightly forward, indicating some attention, while remaining relaxed
- Be physically at the same level of the person



NOT RECOMMENDED

- Adopting rigid body position
- Having arms tightly crossed
- Turning your body at an angle
- Shaking hands vigorously
- Slouching or placing feet on furniture
- Placing your hand or fingers over your mouth
- Gesturing with your finger to make a point



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SPEECH



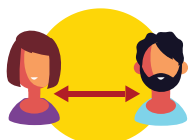
RECOMMENDED

- Speech is clearly audible without being loud
- The tone of voice is warm
- The tone of voice varies to reflect the nuances of feelings and the emotional tone of the person's message.
- The speaking rate is moderate



NOT RECOMMENDED

- Speaking inaudibly or mumbling
- Monotone voice or speaking very loudly
- Too informal language
- Alienating language (like using "you / your people")
- Long silences
- Excessively animated speech
- Slow, fast or interrupted speech patterns
- Nervous laughter
- Constantly clearing your throat



PHYSICAL SPACE



RECOMMENDED

- Leave a distance of half a meter between the chairs



NOT RECOMMENDED

- Proximity or excessive distance
- Speaking across a desk or other obstacles such as a computer