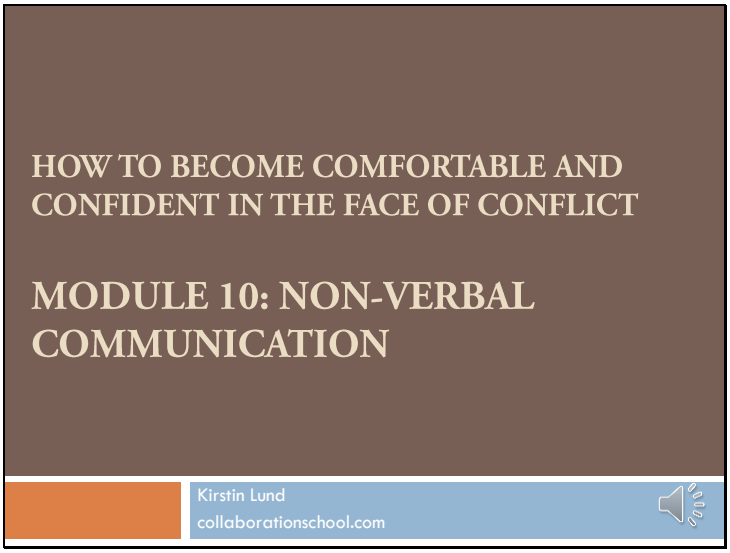
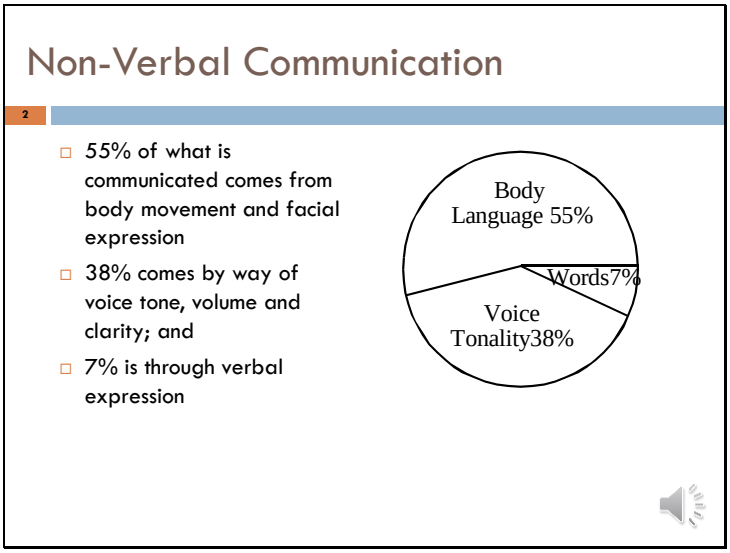
Slide 1


HOW TO BECOME COMFORTABLE AND CONFIDENT IN THE FACE OF CONFLICT
MODULE 10: NON-VERBAL COMMUNICATION
Kirstin Lund
collaborationschool.com

Slide 2


Non-Verbal Communication
2
55% of what is communicated comes from body movement and facial expression
38% comes by way of voice tone, volume and clarity; and
7% is through verbal expression
Body Language 55%
Words7%
Voice Tonality38%

Slide 3

Non-Verbal Communication

Pause this video now and scroll down the Module 10 page to the little video of myself I created for you, then come back to watch the final slide. Follow the instructions (hint: you won't understand the lesson unless you make the ok sign when the video asks you to!)

Slide 4

Non-Verbal Communication

We communicate so much with our body language. Think about what yours is saying when you address your practice case. Body Language expert Mark Bowden makes this suggestion:

- DON'T: Stand with your arms crossed. The perception is that you're not interested. Even if you say, "I don't want to fight right now. I want to work this out," your body tells the truth.
-
- DO: Use open palms and open gestures at naval height. If your gestures are at chest height or down by your side, it can look aggressive. Open at belly height makes you look more trustworthy, less aggressive. Also, don't look straight at the person straight on – instead tilt your head a bit, which makes it look as if you're truly interested.

Slide 5

Homework

It's time to address your practice case! Let me know at collaborationschool@gmail.com if you have any questions before you proceed.