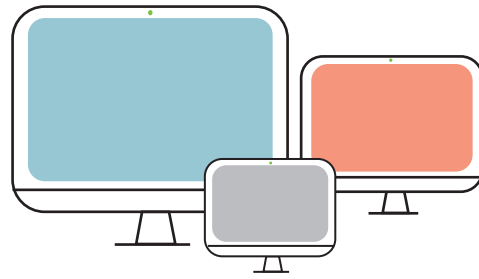


# Non-Verbal Communications Quick Guide



Non-verbal communications—such as body language, posture and facial expressions—still make up more than half of the overall message we are trying to convey. Non-verbal communications can be more important, more noticeable and more memorable than words. As we move to a more virtual world, remember that you are ALWAYS visible. Be aware that your body language is always sending a message. Below are some quick tips for virtual meetings.

## Do

### **Beware of camera position**

Try and position the camera at eye-level to allow for a more natural engagement with others. Make sure to keep you head and shoulders in the frame.

### **Look into the camera**

Looking into the camera gives the feeling of making eye contact and creates an engaging environment.

### **Remember your facial expressions**

Smile when appropriate, particularly when greeting someone or to mirror somebody else's smile.

### **Be aware of your posture**

Sit upright, with your neck, shoulders and back straight while keeping your attention focused on the conversation.

### **Use hand gestures thoughtfully**

Keeps palms facing upward when speaking. Think about meaningful and deliberate hand gestures.

### **Stay engaged**

Remain focused and listen to the person that is speaking, regardless of who it is.

### **Be aware of involuntary movements**

We can all have tics. It's important in this new virtual world, we pay close attention to our every movement.

## Don't

### **Angle your camera in awkward positions**

Try to avoid putting the laptop on your lap, or angling the camera so others are looking up at your nostrils or down at your head.

### **Avoid looking at yourself**

Looking away from the camera, or lowering your eyes conveys the message that you are not listening and that you are distracted.

### **Avoid involuntary expressions**

Don't smirk, roll your eyes, raise your eyebrows, shake your head, put your hands in your head.

### **Don't use poor posture**

Don't slouch, hunch over or lean forward for an extended period of time or rest your head in your hand. This can imply that you are uninterested.

### **Avoid excessive movements**

Too much movement can come off as aggressive. Don't authoritatively point or use the "politician thumb" while speaking.

### **Don't get distracted**

Refrain from surfing the web, checking your email, or looking at your cell phone.

### **Abstain from unintentional movements**

Pay close attention to avoid: chewing gum, fidgeting, nail biting, snickering, touching your face or hair, yawning, closing your eyes or scratching an itch.