



# NON-VERBAL CLUES

Non-Verbal communication carries a great deal of meaning in most social situations. To increase our understanding about using non-verbal cues to express our warmth or coldness, the following chart is a good guideline to read and study.

NON-VERBAL CLUES	CREATES WARMTH	SENDS COLDNESS
Tone of Voice	Soft	Hard
Posture	Leans toward others, relaxed	Lean away from others tense
Facial expression	Smiling, interested	Poker-faced, frowning, disinterested
Eye contact	Looking into others' eyes	Avoid looking into others' eyes
Touching	Touch others softly	Avoid touching others
Gestures	Open, welcome	Closed, guarding oneself, and keeping others away
Spatial	Close	Distant