

## CHECKLIST FOR IMPROVING YOUR NONVERBAL COMMUNICATION

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- **Establish and maintain eye contact.** Appropriate eye contact indicates interest and credibility.
- **Use posture to indicate interest.** Lean forward, sit or stand erect, and look alert so that you show interest in the subject.
- **Reduce or eliminate physical barriers.** Where possible, remove desks, chairs, and any other barriers. Step out from behind the desk unless you are engaged in an interrogation where the desk is serving an environmental purpose.
- **Improve your decoding skills.** Watch facial and body language to process and comprehend the entire message.
- **Probe for more information.** If nonverbal cues contradict the spoken message, you should politely seek more information.
- **Avoid assigning nonverbal meanings out of context.** Understand a situation or culture before you make nonverbal assessments.