

NON-VERBAL

COMMUNICATION CUES



Where a person is looking is telling. Looking down could indicate disinterest or the desire to leave, but in some cultures it is a sign of respect



Tight lips or smile can indicate an effort to conceal feelings. Head nodding or tilting generally means the person is interested in what you have to say



Tight fists indicates tension. Touching the face usually means the person is nervous or even being untruthful



Crossed feet or arms could indicate a closed mind, but if accompanied by a smile, could just mean they are confident and relaxed