

Improving Skills in Interpreting Nonverbal Messages

Decoding Nonverbal Messages



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Decoding Nonverbal Messages



- ❑ When making judgments, mindfully seek alternative judgments
- ❑ Be tentative when drawing conclusions from nonverbal behaviors.
- ❑ Multiple channels should be taken into consideration when making a reasonable accurate judgment.

Decoding Nonverbal Messages



- ❑ Interpret your judgments and conclusions against a cultural context.
- ❑ Consider the multitude of factors that can influence the way a person behaves nonverbally.

Improving Skills in Expressing Nonverbal Messages

Encoding Nonverbal Messages



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Encoding Nonverbal Messages



- ❑ Consider your choices for your nonverbal communication just as you do for your verbal messages.
- ❑ Keep your nonverbal messages consistent with your verbal messages.
- ❑ Monitor your own nonverbal messages with the same care that you monitor your verbal messages.

Encoding Nonverbal Messages



- ❑ Avoid extremes and monotony.
- ❑ Take the situation into consideration.