Improving Skills in Interpreting Nonverbal Messages

Decoding Nonverbal Messages



Decoding Nonverbal Messages



When making judgments, mindfully seek alternative judgments

Be tentative when drawing conclusions from nonverbal behaviors.

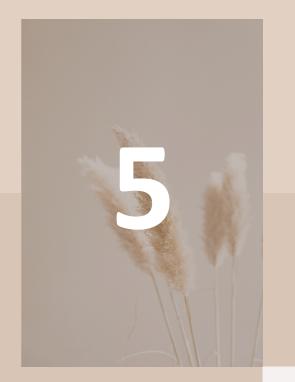
Multiple channels should be taken into consideration when making a reasonable accurate judgment. Decoding Nonverbal Messages

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



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.