

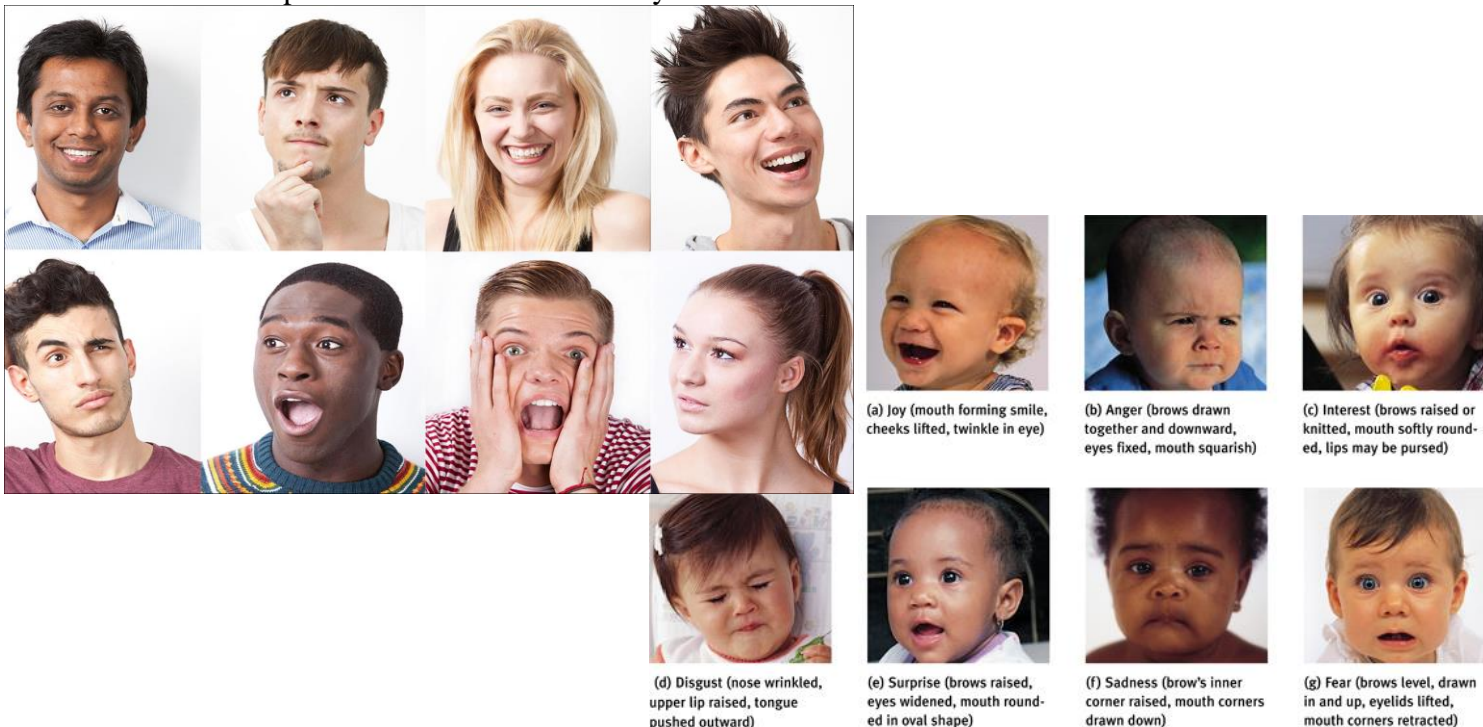
## Use of Non-Verbal Communication

### Awareness

- We are more aware of and anticipate verbal communication; that's what we pay most attention to
- Verbal communication is so important, non-verbal communication is sometimes forgotten
  - Ironically, non-verbal communication is so important it can be its own language!
- **Mirroring:** we mimic facial expressions of others without even knowing it
- Non-verbal miscommunication occurs when non-verbal expression is out of sync and does not match our verbal communication
- **Non-Verbal communication has the power to change current emotions**
  - If you are angry or sad, and purposefully hold a smile for several minutes, your mood tense to uplift! Try it!
- Communication is lost via text, e-mail, social media, etc.
  - People are also more likely to communicate in ways they normally would not (e.g. yelling, insulting, etc.)

### Types of expression

- **Micro-Expression:** brief facial expressions that last only a few seconds
- Happy, Sad, Confused, Angry, Disgust, Scared, Surprised
  - Facial expressions are **universal!** They are the same across cultures



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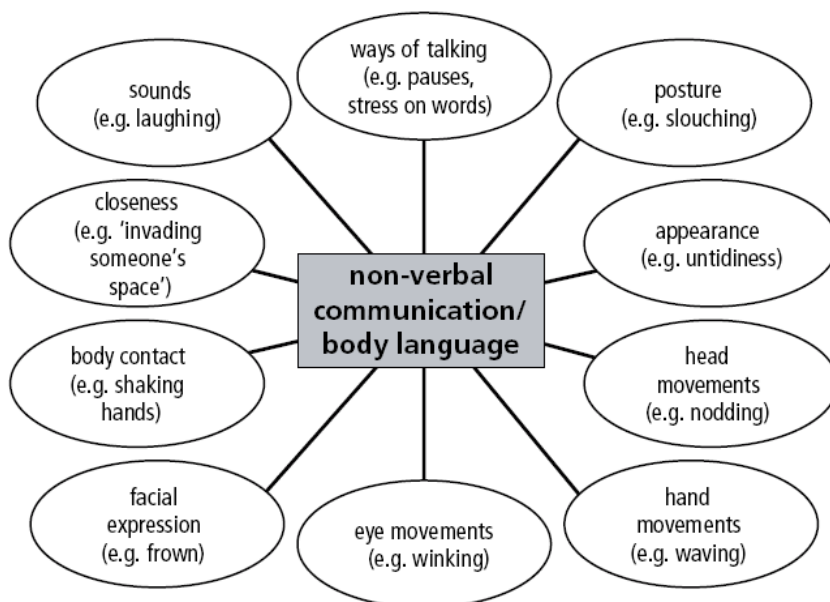
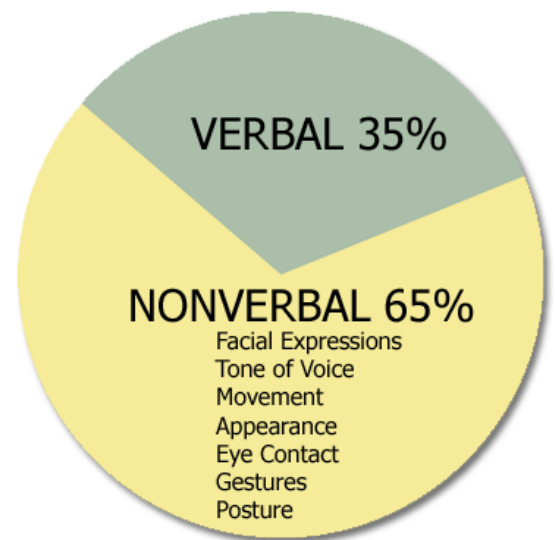
## Use of Non-Verbal Communication

### Importance

- Improve awareness of various emotions and their expressions
- Recognize and better manage emotions
- Identify concealed emotions
- Increase empathy
- Improve relationships

### Take Action

- Look at yourself in the mirror
- Find a trusted person to give you feedback
- Communicate how you wished you had come across
- Incorporate the feedback from others
- Use resources at hand (phone to view face etc.)
- PRACTICE



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