

It's not just WHAT we say...it's HOW we say it and how we LOOK:



1. **Eye Contact** - Too much? Too little?
2. **Facial Expression** - Appropriate smiles? Frowns?
3. **Posture** - Rigid? Slouching? Natural?
4. **Personal Space** - Too close? Too distant?
5. **Gestures** - Flailing hands? Fidgeting? Hands in pocket? Hands behind back?
6. **Word Fillers** - "OK," "Uh," "Ya know" vs. Silence or pausing
7. **Tone of Voice**- Tense or relaxed? Confident or insecure? Angry or friendly?
8. **Loudness** - Too loud? Too soft?
9. **Rate of Speech/Pace**- Too fast? Too slow? Respond too quickly/slowly?
10. **Active listening**- Head nods? Smile? Vocalize to acknowledge listening?

VISUAL-VOCAL-VERBAL messages must be consistent!!!

**Contact Successfully Speaking for a free 15 minute telephone
or Skype consultation**

410.356.5666