

Co-operantics

Co-operative skills for everyone

Body language

It's important to be aware of what messages your body is conveying. This awareness is part of being assertive.

	DO	DON'T
Breathing	<ul style="list-style-type: none">• Deepen your breathing and calm yourself prior to a confrontation	<ul style="list-style-type: none">• Forget to breathe
Posture	<ul style="list-style-type: none">• Have an upright posture• Make sure you are at the same level (i.e. both standing or both sitting)	<ul style="list-style-type: none">• Slouch• Stand too near or too far away from the other person
Eyes	<ul style="list-style-type: none">• Keep your gaze relaxed• Maintain eye contact*	<ul style="list-style-type: none">• Avoid looking at the person you're speaking to
Mouth and voice	<ul style="list-style-type: none">• Relax your jaw• Smile if it is appropriate to do so• Speak clearly and slowly so you can be heard• Watch the tone, inflection and volume of your voice	<ul style="list-style-type: none">• Whine, shout or mumble• Convey sarcasm through the tone of your voice
Gestures	<ul style="list-style-type: none">• Use gestures that help you express what you want to say• Make sure your body language is congruent with your words	<ul style="list-style-type: none">• Cover your mouth with your hand• Play with hair or jewellery• Put your hands on your hips or fold your arms• Shift from one foot to the other

**note eye contact can be offensive in some cultures but indicates reliability and honesty in the UK*