

# Body Language Table

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