What’d You Say?!  
Be Heard and Understood  

A part of the Education at Work Professional Development Series
Today we’ll learn about…

Body Language

Active Listening

Alternative Methods of Communication
Please take out a piece of paper and add punctuation to the sentence below.

Woman without her man is nothing.
What did you write?

(Whit Enter to advance sentences.)

Woman, without her, man is nothing.

Woman with her man, is nothing.

Woman, without her man, is nothing.
Realizing Perceptions

Examine the different ways that the sentence could have been written. Realize that your perceptions of this sentence may be different than someone else’s. Apply this to how you communicate with your students – verbally and nonverbally.
Body Language

Quick check...

Does your student employee’s non-verbal message match their verbal?
Body Language 101
Watch ~ Learn ~ Listen

**Openness**
- Open/straight posture

**Defensiveness**
- Arms crossed, individual drawing away

**Insecurity**
- Chewing pen/fingernails, looking down
Confidence

Good posture with head held high

Nervousness

Shifty glances, avoided eye contact, jerky movements

Anger

Tightly clenched fists, rubbing neck/head/eyes, glaring stares
Active Listening

Hearing is one of our senses; listening is not!
Become an Active Listener

Give a H.U.G

Hear the speaker by looking at them

Understand by clarifying

Genuinely acknowledge the speaker
Are you H.U.G.-ging or shrugging during a conversation?

Conduct a self inventory:

✓ Do you look at the person speaking during a conversation?

✓ Do you ask questions when something isn’t clear to you?

✓ Do you let the speaker know that you understand by saying “yes”, “ok” or nodding your head?
If you answered **YES** to these questions, then you’re actively involved in your conversation. Give yourself a HUG.

If you answered **NO** to any of these questions, you probably appear to be disengaged from conversations, uninterested in what the speaker is saying and not understanding what is being said. You probably walk away SHRUG-ging your shoulders.
Using Alternative Methods

Why use non-verbal methods?

To further emphasize the point you’re trying to get across.
Suggested Alternatives

- Email the student attaching a read receipt.
- Create “To Do” lists for your student.
- Ask for daily/weekly progress reports from the student.
- Send a follow-up letter or memo to the student outlining what needs to be done or recapping a conversation.
- Have the student report to another supervisor within the office.
Resources

Jan Hargrave.Com – Nonverbal Communication

www.janhargrave.com

The Nonverbal Dictionary of Gestures, Signs & Body Language Cues

http://members.aol.com/nonverbal2/diction1.htm

Exploring Nonverbal Communication

http://nonverbal.ucsc.edu/