

## Nonverbal Communication Worksheet

**How can you give mixed messages when speaking with a customer?**

**Can you give a personal example of when you gave a mixed message?**

**What is your nonverbal messaging that describes your personal presentation?**

**Choose two types of nonverbal communication:**

Eye Contact

Gestures and Posture Facial

Kinesics

Facial Expressions

Paralanguage: Rate

Paralanguage: Inflections

**How have these types of nonverbal communications affected you?**

**Give one negative example with customers.**

**Give one positive example with customers.**