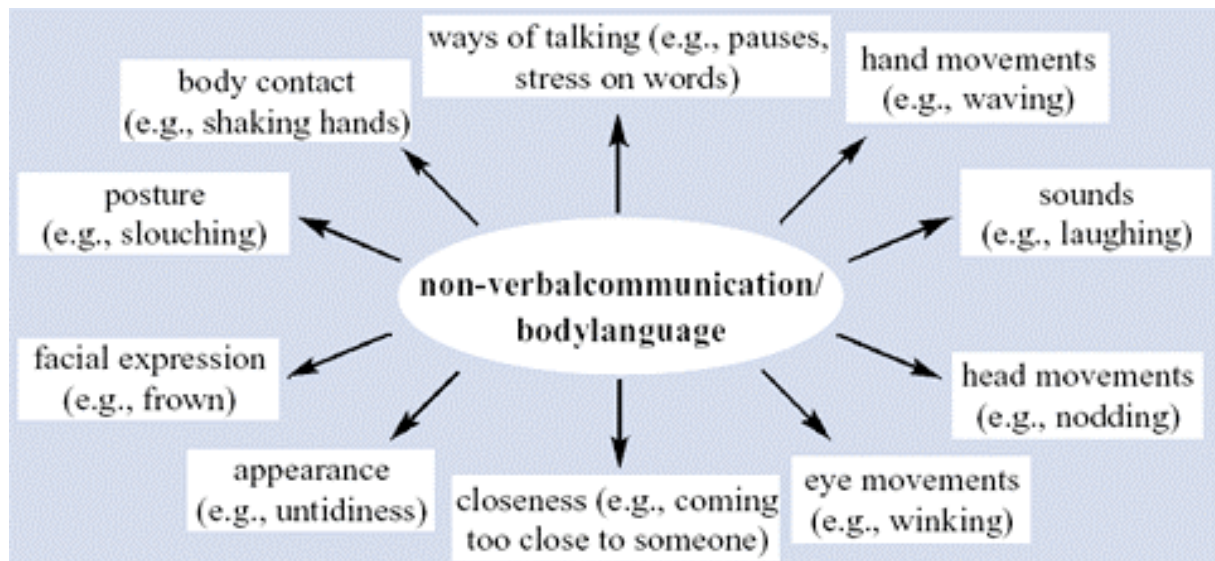


NON-VERBAL COMMUNICATION



Presentation skills: Non-verbal and verbal communication

Body language: Eye contact

Try to make eye contact evenly around the room

Try not to dart from one person to another

2-3 seconds (neither 'shifty' nor 'staring')

Avoid excessive contact with:

- those who attract you
- those you want to impress
- those who 'hang on every word'
- those who appear uninterested.

Body language: Posture and movement

- Be visible (don't hide behind the lectern)
- Stand (or sit) upright and balanced
- Smile
- Look (and feel) energetic
- Move freely
- Don't rock, pace, fold arms
- Avoid unintentional distractors such as playing with a pen, jingling coins, nervous gestures.

Verbal communication: Voice

- Use it to convey enthusiasm and energy
- Speak to the whole room (no need to shout - use abdomen)
- Vary your speed (faster=enthusiasm; slower=important)
- Should be well modulated.

'Non-verbal' verbals

- Try to avoid 'umms', 'errs', and redundant words ('like'; 'you know'; 'okay?')
- Habitual 'non-verbals' may suggest to your audience that you don't know your subject
- Try recording yourself to pick up any unwanted speech habits.