

## Learning to Recognize Non-Verbal Cues

Non-verbal cues can be difficult to spot; they require concentration, focus, commitment, and practice. Reviewing our own or others' conversations can be helpful.

Watch an interview video or mentally replay a consultation or meeting, and use the following two tables to hone your communication skills.

Assess yourself or one of the speakers on the following *vocal* communication skills:

Vocal cues	Observation	What did it convey?
Volume of speech		
Articulation (clear and distinct sounds)		
Pitch (high, low, etc.)		
Degree of emphasis		
Speech rate (speed of talking)		
Use of pauses and silences		
Anything else		

Assess yourself or one of the speakers on the following *bodily* communication skills:

Vocal cues	Observation	What did it convey?
Gestures		
Posture		
Physical proximity		
Facial expression		
Direction of gaze		
Eye contact		
Anything else		

Practicing watching out for non-verbal cues will make it easier during conversation or in a session.

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