

# Non-Verbal Communication Guide

## Understanding Body Language

### Facial Expressions:

- Smiling conveys warmth and approachability
- Frowning may indicate confusion or disagreement
- Raised eyebrows show surprise or interest

### Body Posture:

- Open posture (uncrossed arms) shows receptiveness
- Leaning forward indicates engagement
- Crossed arms may suggest defensiveness

### Eye Contact:

- Maintaining eye contact builds trust
- Too much can be intimidating
- Too little may seem disinterested