

Body Language

	Aggressive Body Language	Passive Body Language	Assertive Body Language
Physical Appearance	<ul style="list-style-type: none"> · Appears rigid · Hands placed on hips · Moves quickly from place to place · Walks ahead of others 	<ul style="list-style-type: none"> · Shoulders bent forward · Often leans on objects or walls · Slumps while sitting in chairs 	<ul style="list-style-type: none"> · At least <i>equal</i> · Shoulders and back are straight · Open
Facial Expression	<ul style="list-style-type: none"> · Lowers eyebrows · Rolls eyes upward to show displeasure · Turns head quickly for emphasis 	<ul style="list-style-type: none"> · Blank · Eyes are looking down · Pouting · Inappropriate use of smiles 	<ul style="list-style-type: none"> · Interested · Reflects the appropriate tone of the conversation · Pleasant
Gestures	<ul style="list-style-type: none"> · Throws items · Slams doors · Jabs index finger into air at people · Uses a pencil or pen to direct people 	<ul style="list-style-type: none"> · Constantly handling objects like coins, pens, paperclips, etc. · Often chews on pens and pencils · Hands are at or over the mouth · Nodding of head in agreement 	<ul style="list-style-type: none"> · When hands are used for emphasis, fingers are slightly apart · Arms and hands invite closeness · Index finger is directed to oneself
Eye Contact	<ul style="list-style-type: none"> · Stares · Moves quickly · Looks at clock or watch all the time 	<ul style="list-style-type: none"> · Does not make eye contact with other people · Looks to see how others are responding while someone is speaking to him · Excessive blinking 	<ul style="list-style-type: none"> · Periodically looks away · Makes direct eye contact · Eyes reflect that speaker is heard
Tone of Voice	<ul style="list-style-type: none"> · Deliberately disturbing · Yells and screams for sustained periods of time · Critical 	<ul style="list-style-type: none"> · Difficult to hear · Whiny · Fearful 	<ul style="list-style-type: none"> ·