

# The Do's and Don'ts of Nonverbal Communication







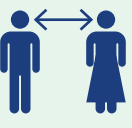



## What is Nonverbal Communication?

Nonverbal communication is showing your thoughts, feelings, and mood through visual and physical actions, without using words. It includes gestures, facial expressions, body movement, posture, space, eye contact, tone of voice, and touch. This is also known as body language.

**80%**  
of all  
communication  
is nonverbal

## Why is Nonverbal Communication Important?

Nonverbal communication is important because what you say verbally and what you communicate through your body language may be totally different. You are communicating even when you're not aware of it. The more you pay attention to your nonverbal gestures and actions, the more effectively you can communicate.

 <b>DO</b>	 <b>DON'T</b>
 <p>Use positive body language like smiling and appropriate eye contact when helping residents.</p>	 <p>Use negative body language like crossing your arms, frowning or rolling your eyes.</p>
 <p>Use gestures like nodding to show you are listening when a resident is talking to you.</p>	 <p>Use actions that make you appear distracted, like checking your phone.</p>
 <p>Respect personal space when talking to a resident.</p>	 <p>Use aggressive postures like standing too close or staring.</p>
 <p>Approach the resident from the front.</p>	 <p>Approach from the back or side.</p>

## Additional Resources

For additional resources, visit [www.nursinghomebehavioralhealth.org](http://www.nursinghomebehavioralhealth.org) or simply scan the QR code.

