BODY LANGUAGE GIVEAWAYS

ASSERTIVE

 Interested expression

 Open posture & welcoming smile

 Moderate responsive eye contact

 Co-operative language used

 Sufficient volume, varied pace & pitch of voice

 Hands/arms support what’s being said

PASSIVE

 Wobbly voice & slow speech

 Defensive arm & leg positions

 Evasive, downward looking

 Worried expression

 Mouth covered with hand

 Excessive distance maintained

AGGRESSIVE

 Hard voice & rapid speech

 Dominant posture

 Extremes of expression

 Excessive eye contact

 Finger wagging/jabbing

 Invasion of personal space

ASSERTIVENESS TECHNIQUES

**AGREEMENT & QUESTIONING**

Useful where you partly agree with the proposal/suggestion/ argument *and* partly disagree/want a different outcome. The use of *but* being dismissive and negating any sense of agreement, the use of *and* being inclusive and developing the proposal/suggestion/argument.

**PROPOSAL STATEMENTS**

Opening statements to make a proposal/suggestion e.g. I wonder if, I feel, I suggest.

**STUCK RECORD**

Simply, and with empathy for the other person, keep repeating your position or suggestion until they acknowledge your point of view.

**STRAIGHTFORWARD STATEMENTS**

Simply, and with empathy for the other person, stating what you need, want, desire, don’t want, don’t need.