Exercise #4

Walking the Walk
Nonverbal Communication for the 10%

In this exercise you will learn and practice important nonverbal skills that you can use to help calm difficult library users. The instructor will guide you through the use of each separate skill and then work with you on using the skills together for a powerful synergistic effect.

Remember -

- Body language is crucial!
- 65% of what you communicate is nonverbal!
- When emotions are hot, or people are excited, what you do is much more important then what you say.

The five most essential elements of safe/effective body language are:

1. INTERPERSONAL DISTANCE - The universal safe-distance range:

2. POSTURE AND POSITION - You need to triangulate:

3. FACIAL EXPRESSION AND VOICE - Calm and capable are the way to go:

4. BARRIERS = SAFETY - Use barriers, create them, or better, carry one with you:

5. GESTURES, PACE, AND FIDGETINESS - Maintain calm, slow, controlled gestures and movements: