



SYP Tool: Show Respect

Title: The Power of Non-Verbal's

Objective: Analyze and discuss how our non-verbal's can communicate disrespect

Setup: One study at UCLA indicated that up to 93 percent of communication effectiveness is determined by nonverbal cues. Another study indicated that the impact of a performance was determined 7 percent by the words used, 38 percent by voice quality, and 55 percent by the nonverbal communication.

Clearly, non-verbals are a powerful form of communication. We may not be saying anything, yet our body language may be sending subtle forms of disrespect.

Activity: Have participants identify and flipchart examples of body language or non-verbals that they have experienced that sent a message of disrespect. For example, someone rolls their eyes at you when you are presenting a new idea or suggestion.

Debrief:

- Oftentimes, people are not aware of the non-verbals that they may be sending others. What are some examples of non-verbals that you demonstrate (that you are not always aware of)?
- What can you say to someone when you witness negative body language?
- What are some examples of positive body language or non-verbals you have witnessed?