

Using Nonverbal Cues

Think about the nonverbal cues you use when you communicate with others. Do you cross your arms? Interrupt the other person? Lean away from or toward the speaker? Avoid eye contact when you talk? Chew gum loudly? Pay attention to these cues as you communicate with several people during the day. Bring your list to class. Get a group of classmates together and discuss the impact of your cue on service.

1. At the end of the day, list common cues that you use often.

2. Are any of these cues potentially distracting? If so, use your list as an action plan to reduce these cues in the future.
