



## EPISODE 3 WORKSHEET

### Key Things to Remember

Body language is a crucial part of communication. Pay attention to body language cues such as eyes, facial gestures, hand signals, arm positions and posture.

Don't make assumptions; ask questions that will help to make sure that you are receiving the intended message. This will help you take the correct action.

### Vocabulary (Examples of Soft Skills)

**Body Language** is a type of nonverbal communication in which physical behavior, as opposed to words, are used to express or convey information.

**Conflict Management** is the ability to be able to identify and handle conflicts sensibly, fairly, and efficiently.

**Emotional Intelligence** is the ability to perceive and manage your emotions as well as the emotions of other people.

**Mutual Respect** is a feeling that something or someone is good, valuable or important shared between two or more people.

**Perception** is understanding, or interpreting something using your senses.

**Resourcefulness** is the ability to find quick and clever ways to overcome difficulties.

**Timing** is the choice, judgment, or control of when something should be done.

### Review

Skill Talk™ episode #2 Al Duncan defined ethical behavior. Define ethical behavior.

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### Discussion Questions

In Skill Talk™ episode #3 Al Duncan quoted **Duncan Nugget #130** - **Outward behavior is not necessarily congruent with internal thoughts and feelings.** He also stated that action speaks louder than words. Discuss a time when your verbal and non-verbal communication were not congruent.

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**Interview Question:** What, in your opinion, are the key ingredients in guiding and maintaining successful professional relationships? Give examples of how you made these work for you.

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### Activity

*Total time: 8-12 minutes*

Discuss what each example of body language communicates to other people. Is it positive or negative?

- Firm handshake
- Arms crossed over the chest
- Head tilted to one side
- Head in hands
- Standing up straight, shoulders back
- Not making eye contact
- Making too *much* eye contact
- Nodding your head and smiling
- Fidgeting
- Glancing at a watch or phone
- Slouching/poor posture
- "Talking" with your hands
- Invading personal space
- Raised eyebrows