



Nonverbal Behavior Inventory

Engage your associates with this awareness-raising activity designed to help them be better nonverbal communicators.

1. Buddy people up. Have people form duos that will observe each other and provide feedback.
2. Then, have the duos arrange times when they will visit each other and observe their partner during interactions with customers. This works better than a "mystery shopping" approach that breeds paranoia and distrust when performed by coworkers.
3. As each person takes their turn observing their partner in work situations, the "observer" should log or jot down every nonverbal behavior they see. This means shutting out the person's words and really tuning in to the person's nonverbal behaviors.
4. Afterward, the duo should arrange a feedback conversation. Here are suggested topics for this feedback conversation:
 - Introduce the feedback conversation: "As you know, I had a chance to observe your nonverbal behavior on Wednesday and I want to tell you what I saw and I might have a few suggestions. OK?"
 - Begin sharing observations: "When you were talking with (customer), I noticed your nonverbal behavior. Here's what I saw."
 - First, affirm the positives. For instance: "I noticed that you maintained eye contact while the person was talking. You nodded and smiled and appeared to be very tuned in. I'm guessing that the customer felt quite connected to you."
 - Then, move to the nonverbal signals that you think interfered with great performance. E.g. "When the phone rang while your customer was talking to you, you turned away to get the phone without a word or gesture of apology. I'm concerned that your customer might have felt disregarded at that moment."
 - Suggest nonverbal behavior that would help the other person communicate their caring more effectively.
 - Finally, have the observer ask their partner (the observee) how they felt about the conversation.