



This Week is About...

understanding that the words we say are just a small part of how and what we communicate. Our body language and tone say much more.

Why it Matters

How we talk to each other has a much bigger impact than the words we say. If we're not aware of this, we can leave a wake of misunderstanding, distrust and hurt feelings. Taking a moment to 'check ourselves' can go a long way in getting our messages across as we intend.

During Your Team Meeting

*Remind everyone to bring their completed feedback worksheets

STEP 1. Get started by asking

- ? How many of you had someone fill out the feedback worksheet for you?
- ? Did you learn anything surprising about yourself?
- ? What's the biggest thing you see you need to work on?
- Allow people to share what they learned from getting feedback from others.

STEP 2. Body Language & Tone of Voice Exercise

Partner up: Each of you will tell two stories while your partner videos you with your own phone.

- A. Give your phone to your partner and take 45 seconds to describe your ideal vacation. Then take 45 seconds to describe a pet peeve of yours. Now, switch roles and do the same thing again, recording your partner with their own phone as they tell their own stories.
- B. Watch your own recordings. Notice the differences in tone and body language between the 2 narratives. Do you look happy, irritated, hurt, confused, excited? How did your tone and facial expressions change between the two videos?

STEP 3. Debrief

- ? What did you notice while reviewing your videos? Do you appear angry, easy to talk to, or closed off? What did you see that you need to work on to improve your facial expressions and tone?
- ? How can we commit to help each other improve? (i.e. Please point out to me when I am talking over you so I can be more aware of it.)

BODY LANGUAGE PERSONAL CHALLENGE

Name: _____ Person giving feedback: _____

Please give me feedback by honestly marking the boxes below to indicate how you perceive that I listen to you. Please complete and return to me by: _____ (date). Thank you!

| How often do I... | Choose one option: | | |
|---|--------------------------|--------------------------|--------------------------|
| | Rarely | Sometimes | Often |
| Look down at my phone and seem distracted: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Move around and fidget: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Look at everything except you when you are talking: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have a negative expression on my face: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provide answers or responses before you finish speaking: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Seem tuned out - like I don't nod or acknowledge that I'm getting what you're saying: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hijack your story and shift the focus to my own topic or story: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tap a pen, tap my foot, look away during the conversation: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Score Box to be completed by owner of form

Total: _____

If you have higher numbers in the "Often" and "Sometimes" columns, look over the specific areas and determine what you need to work on to become a better listener.

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