

Assertive Qualities

Eye Contact:

- Look directly at the other person. Demonstrates attention and interest. Be mindful of culture differences.

Body Posture:

Communicate confidence and self-control through:

- Appropriate personal space, approximately 1 meter
- Head is erect.
- Face the person. If standing, side posture rather than full square posture.
- Lean toward and not away from.

Gestures:

- Try not to over gesture or over animated.
- Keep gestures to a minimum and use appropriate ones.

Facial Expressions:

We say a lot through our facial expressions.

- Be congruent. Do not smile when you are upset. Keep the message clear.

Voice Tone, Inflection and Volume:

- Moderate, level and well-modulated conversational tone is best.

Watch the use of minimizers:

- Statements like, "A little bit." "Sort of a concern."