

Table of Contents

Introduction	4
Pretest/Posttest	6
Talking Without Words.....	7
Hand Signals.....	8
Nonverbal Language	11
Posture Talks	12
Space Is Important	14
Touch Is Important	15
Facial Expression.....	16
What Do Eyes Say?	17
Eye Contact	19
Guessing Emotions	21
Imitating Facial Expressions.....	29
What Good Listening Looks Like	30
What Thinking Looks Like.....	32
What Being Friendly Looks Like	34
Role-Playing Situations	36
Progress Checklist	39
Answer Key.....	40