

Body Language

Here is a checklist for evaluating body language.

S=Satisfactory

I=Improvement needed

Positive Body Language

- Firm handshake
- Direct eye contact
- Open, relaxed facial expression
- Firm voice
- Appropriate gestures
- Well-balanced posture
- Inappropriate laughter
- Appropriate volume
- Relaxed appearance
- Emphasizes key words

Negative Body Language

- Fishy handshake
- Lack of eye contact
- Bored expression
- Inappropriate smiling
- Slumping posture
- Cover mouth when speaking
- Very loud voice
- Hands clenched in fists
- Biting lips
- Handle glasses or Jewelry
- Very soft voice