Pastoral Care

Handout 3.2  Types of Non-verbal Communication

• Facial expressions: frowns, smiles, looks of boredom, eyes closing, yawns

• Body movements: fidgeting, folding arms, clenching fists, leaning forwards, moving around

• Posture: head up or down, shoulders slumped,

• Gestures: pointing,

• Eye contact: making it or not

• Space: maintaining personal space or not

• Voice: tone, loud or soft,

• Physiological changes – blushing, sweating.

BUT

Remember the four Cs

• Culture
• Context
• Congruence
• Common Sense