

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