

Co-operantics

Co-operative skills for everyone

BODY LANGUAGE

It's important to be aware of what messages your body is conveying. This awareness is an important part of being assertive.

POSTURE

Stand upright, don't slouch. Do not stand too near or too far away from the other person (however be aware that this personal space varies in different cultures). Try to ensure you are at the same level - both standing or both sitting.

EYES

Keep your gaze relaxed. Maintain eye contact if appropriate (in some cultures maintaining eye contact is inappropriate)

MOUTH

Relax your jaw. Only smile if it is appropriate to do so.

VOICE

Watch the tone, inflection and volume of your voice. Do not whine or shout. Do not convey sarcasm through the tone of your voice. Do not mumble. Speak clearly and slowly so you can be heard.

GESTURES

Do not cover your mouth with your hand. Do not clutch at your hair or play with jewellery. Do not put your hands on your hips or fold your arms. Do not shift from one foot to the other.

BREATHING

Deepen your breathing and calm yourself prior to a confrontation. Being aware of your breathing and learning how to relax your body reduces your anxiety and helps you to feel poised and centred, even in a difficult situation.