

# CONVERSATION HOW-TO'S: VERBAL AND NON-VERBAL CUES

Having a conversation is more than just speaking. Conversations include verbal and non verbal cues. This can be confusing as the same expression can mean two different things depending on the conversation. While it's impossible to know for every conversation, here are some general cues.

## CUES THAT SOMEONE IS INTERESTED:

### VERBAL CUES:

- The person you are talking to is actively participating in the conversation.
- They are responding in ways that keep the conversation flowing.
  - Using laughter.
- Smile/positive facial expression.

### FACIAL EXPRESSIONS:

- Facial expressions can be hard to read since the same expression can mean different things.
- These are examples of positive facial cues: smile, a neutral expression (especially if the conversation is semi-serious), or a curious expression

### NONVERBAL CUES:

- Some examples of positive body language are:
- If the person is making eye contact with you
  - If the person leans in slightly
  - If they are facing towards you, and not closing themselves off by crossing their arms, or facing towards the door.

## CUES THAT SOMEONE IS NOT INTERESTED

- If the person keeps looking at their phone, the door, or at the clock.
- If they talk or laugh in a flat tone.
- If their responses are very short or one word.
- Some facial expressions that indicate the person is not very interested in the conversation: avoiding eye contact, a smile that seems forced or like a grimace etc.
- If they are facing away from you or have themselves closed off.
- If you feel uncomfortable or feel that the person does not want to speak to you; excuse yourself politely and exit the conversation.



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