



Upgrading Your Nonverbal Communication Skills

Presented by Robert Crouse Therapy LLC



Nonverbal Communication Scale Directions

Communication is the process of sending and receiving messages that allow people to share information, ideas and knowledge. Most people think about communication as speaking to someone, but communication actually has two components – verbal and nonverbal. Nonverbal communication can be defined as communication without words and includes such behaviors as facial expressions, touching, gestures, posture, body language and spatial distance between two people.

The Nonverbal Communication Scale can help you identify the ways that you communicate nonverbally. This scale contains four sections with sixteen statements in each section. Read each statement and decide if the statement is true or false. If it is true, circle the word **TRUE** next to the statement. If the statement is false, circle the word **False** next to the statement. Ignore the numbers after the **True** and **False** choices. They are for scoring purposes and will be used later. Finish all the items before going back to score this scale.

In the following example, the circled False indicates that the item is false for the participant completing the scale:

SECTION I: IMMEDIATE FAMILY MEMBERS

When talking with immediate family member (spouse, children, partner, etc.) I . . .

1. Maintain steady eye contact while speaking True (1) **False (0)**

Score_____

This is not a test and there are no right or wrong answers. Do not spend too much time thinking about your answers. Your initial response will likely be the most true for you. Be sure to respond to every statement.

Nonverbal Communication Scale

I – Immediate Family Members

When talking with immediate family members
(spouse, children, partner, etc.), I . . .

- | | | |
|--|--------------------|------------|
| 1. Maintain steady eye contact while speaking | True (1) False (0) | Score ____ |
| 2. Yawn or show other signs of boredom | True (0) False (1) | Score ____ |
| 3. Exhibit a blank facial expression | True (0) False (1) | Score ____ |
| 4. Always greet them warmly | True (1) False (0) | Score ____ |
| 5. Nod my head a lot to confirm what the person is saying | True (1) False (0) | Score ____ |
| 6. Often find myself turning my head away due to distractions | True (0) False (1) | Score ____ |
| 7. Roll my eyes a lot | True (0) False (1) | Score ____ |
| 8. Have a relaxed posture | True (1) False (0) | Score ____ |
| 9. Often lean toward the other person to express interest | True (1) False (0) | Score ____ |
| 10. Often cross my arms across my chest | True (0) False (1) | Score ____ |
| 11. Rhythmically drum or tap my fingers | True (0) False (1) | Score ____ |
| 12. Find myself clenching my fists | True (0) False (1) | Score ____ |
| 13. Find myself looking at my watch or a clock | True (0) False (1) | Score ____ |
| 14. Use a lot of hand gestures to make my point | True (1) False (0) | Score ____ |
| 15. Stand tall and straight | True (1) False (0) | Score ____ |
| 16. Make appropriate physical contact (pat on the back, touch arm) | True (1) False (0) | Score ____ |

TOTAL _____

II – Family of Origin

**When talking with members of my family of origin
(siblings, parents, grandparents) I . . .**

- | | | |
|--|--------------------|------------|
| 17. Maintain steady eye contact while speaking | True (1) False (0) | Score ____ |
| 18. Yawn or show other signs of boredom | True (0) False (1) | Score ____ |
| 19. Exhibit a blank facial expression | True (0) False (1) | Score ____ |
| 20. Always greet them warmly | True (1) False (0) | Score ____ |
| 21. Nod my head a lot to confirm what the person is saying | True (1) False (0) | Score ____ |
| 22. Often find myself turning my head away due to distractions | True (0) False (1) | Score ____ |
| 23. Roll my eyes a lot | True (0) False (1) | Score ____ |
| 24. Have a relaxed posture | True (1) False (0) | Score ____ |
| 25. Often lean toward the other person to express interest | True (1) False (0) | Score ____ |
| 26. Often cross my arms across my chest | True (0) False (1) | Score ____ |
| 27. Rhythmically drum or tap my fingers | True (0) False (1) | Score ____ |
| 28. Find myself clenching my fists | True (0) False (1) | Score ____ |
| 29. Find myself looking at my watch or a clock | True (0) False (1) | Score ____ |
| 30. Use a lot of hand gestures to make my point | True (1) False (0) | Score ____ |
| 31. Stand tall and straight | True (1) False (0) | Score ____ |
| 32. Make appropriate physical contact (pat on the back, touch arm) | True (1) False (0) | Score ____ |

TOTAL _____

III – Community Members

**When talking with members of my community
(support group, house of worship, teachers, police officers, neighbors, etc.), I . . .**

- | | | |
|--|--------------------|------------|
| 33. Maintain steady eye contact while speaking | True (1) False (0) | Score ____ |
| 34. Yawn or show other signs of boredom | True (0) False (1) | Score ____ |
| 35. Exhibit a blank facial expression | True (0) False (1) | Score ____ |
| 36. Always greet them warmly | True (1) False (0) | Score ____ |
| 37. Nod my head a lot to confirm what the person is saying | True (1) False (0) | Score ____ |
| 38. Often find myself turning my head away due to distractions | True (0) False (1) | Score ____ |
| 39. Roll my eyes a lot | True (0) False (1) | Score ____ |
| 40. Have a relaxed posture | True (1) False (0) | Score ____ |
| 41. Often lean toward the other person to express interest | True (1) False (0) | Score ____ |
| 42. Often cross my arms across my chest | True (0) False (1) | Score ____ |
| 43. Rhythmically drum or tap my fingers | True (0) False (1) | Score ____ |
| 44. Find myself clenching my fists | True (0) False (1) | Score ____ |
| 45. Find myself looking at my watch or a clock | True (0) False (1) | Score ____ |
| 46. Use a lot of hand gestures to make my point | True (1) False (0) | Score ____ |
| 47. Stand tall and straight | True (1) False (0) | Score ____ |
| 48. Make appropriate physical contact (pat on the back, touch arm) | True (1) False (0) | Score ____ |

TOTAL _____

IV – Co-workers / Supervisor / Employees

When talking with co-workers, supervisor, or employees, I . . .

- | | | |
|--|--------------------|------------|
| 49. Maintain steady eye contact while speaking | True (1) False (0) | Score ____ |
| 50. Yawn or show other signs of boredom | True (0) False (1) | Score ____ |
| 51. Exhibit a blank facial expression | True (0) False (1) | Score ____ |
| 52. Always greet them warmly | True (1) False (0) | Score ____ |
| 53. Nod my head a lot to confirm what the person is saying | True (1) False (0) | Score ____ |
| 54. Often find myself turning my head away due to distractions | True (0) False (1) | Score ____ |
| 55. Roll my eyes a lot | True (0) False (1) | Score ____ |
| 56. Have a relaxed posture | True (1) False (0) | Score ____ |
| 57. Often lean toward the other person to express interest | True (1) False (0) | Score ____ |
| 58. Often cross my arms across my chest | True (0) False (1) | Score ____ |
| 59. Rhythmically drum or tap my fingers | True (0) False (1) | Score ____ |
| 60. Find myself clenching my fists | True (0) False (1) | Score ____ |
| 61. Find myself looking at my watch or a clock | True (0) False (1) | Score ____ |
| 62. Use a lot of hand gestures to make my point | True (1) False (0) | Score ____ |
| 63. Stand tall and straight | True (1) False (0) | Score ____ |
| 64. Make appropriate physical contact (pat on the back, touch arm) | True (1) False (0) | Score ____ |

TOTAL _____

Nonverbal communication Scale

Scoring Directions

The Nonverbal Communication Scale is designed to help you identify how you communicate through your body language in a variety of social situations. To score this scale, you need to determine your scores on each of the individual scales and for the overall nonverbal communication total.

To score the scale, look at the sixty-four items you just completed. Now you need to focus on the numbers after each choice rather than the TRUE or FALSE. Total your score for each section. Use the spaces below to transfer your scores to each of the scales below. Then total the scores and put that number in the TOTAL column.

- I. Immediate Family Members Scale Total Score from #1 through #16 = _____
- II. Family of Origin Scale Total Score from #17 through #32 = _____
- III. Community Members Scale Total Score from #33 through #48 = _____
- IV. Co-Workers / Supervisor / Employees Scale Total Score from #49 through #64 = _____

Profile Interpretation

Individual Scale Score	Total Score All 4 Scales	Result	Indications
0-5	0-21	Low	You show poor body language when communicating with other people. Most of the time you do not maintain good posture, you rarely use effective facial expressions, you often fail to keep an effective distance when communicating and do not maintain effective eye contact.
6-10	22-42	Moderate	You show good body language when communicating with other people. Most of the time you maintain posture, use effective facial expressions, keep and effective distance when communicating and maintain effective eye contact.
11-16	43-64	High	You exhibit very good body language when communicating with other people. You effectively maintain posture, use effective facial expressions, keep an effective distance e when communicating and maintain effective eye contact.

The higher your score on the Nonverbal Communication Scale, the more apt you are to show effective nonverbal communication when talking with other people. In the areas in which you score in the **Moderate** or **Low** range you should make efforts to use better nonverbal communication skills when speaking with people in that aspect of your life.

No matter if you scored **Low**, **Moderate**, or **High**, the exercises and activities that follow in this training are designed to help you explore your nonverbal communication skills in various roles you play in life.

