

## **TRAINING AGENDA – NON-VERBAL COMMUNICATION**

**(1,5 HOURS TRAINING)**

### **1. Topics covered during the training**

- Improve your non-verbal communication
- Identify the gap between the image you think you give and the image really perceived

### **2. The theory**

- What is non-verbal communication?
- The first impression?
- What are the different types of non-verbal communication

### **3. The practicalities**

- Master your non-verbal communication
- Improve your impact on the others

Interpersonal communication is much more than the *explicit* meaning of words, the information or message conveyed. It also includes *implicit* messages, whether intentional or not, which are expressed through non-verbal behaviors.

Non-verbal communications include facial expressions, the tone and pitch of the voice, gestures displayed through body language and the physical distance between the communicators. This is why it is important to know how to master them.