

Nonverbal Cues

- * When people talk together, the content of what they say usually corresponds to the tone of their voice, their facial expression, their posture and gesture.

When they feel that there is a discrepancy between verbal and nonverbal messages, most people tend to give more weight to the nonverbal cues.

- * Interpersonal feelings (sympathy, friendship, etc.) are revealed more clearly by facial expression than by intonation.
- * Facial expression can certainly reveal special emotions; however, the intensity of those emotions shows more in body language.

It is quite easy to keep the expression of special emotions and attitudes on one's own face under control and thus to hide them. However, such feelings (mostly the negative ones) have a tendency to move towards our hands and feet, because we obviously have more difficulties in keeping those under control.

According to: Friedrich Glasl, *Konfliktmanagement – Ein Handbuch für Führungskräfte, Beraterinnen und Berater*, Verlag Paul Haupt, Bern / Verlag Freies Geistesleben, Stuttgart, 6. Auflage, 1999