

Body Language: How to physically engage when communicating about the Tobacco and Smoke-Free Environments (TSFE) Policy

Objective: To demonstrate the appropriate body language and spacing to use while communicating face-to-face.

Overview: to the video demonstrates non-verbal cues of discomfort, as well as appropriate spacing and stance while communicating with someone. When you physically engage in a conversation, your body language is just as important as the words you choose. Up to 55% of our communication is non-verbal.

1. Body spacing also known as proxemics is the space between you another person.
 - The average person needs 2-4ft of personal space to feel comfortable and safe.
 - Allowing a minimum space of 2-4ft helps maintain personal safety while showing respect for personal space of the person you are communicating with.
2. Body position is your stance with respect to the individual you are communicating with.
 - Standing face to face is considered a confrontational pose.
 - Position your body on an angle rather than face-to-face when engaged in conversation communicates a non-threatening stance.
3. Body language includes your use of hands, facial expressions, and eye contact.
Open body language: is an essential part of non-verbal communication.
 - Avoid closed off body language such as crisscrossed arms.
 - Avoid using your hand with your palms facing down. This is considered a dominating hand gesture and can easily be misunderstood as aggressive.

Eye contact: is a sign of respect in Canada; however, it is not a sign of respect in all cultures.

- Adjust your eye contact for the person you are communicating with. If they look away or are avoiding eye contact with you it may indicate they are uncomfortable. You can respect this person by also looking away from direct eye contact.
- Prolonged eye contact is most commonly used as a form of intimacy. It can also be taken as a sign of intimidation.

Facial expressions:

- Try to maintain a neutral facial expression when communicating with others.
- Smiling can also help to improve rapport building.
- Avoid extreme expressions like frowning or raised eyebrows.

Pop can Video

Objective: To demonstrate how a person may reach an explosion of escalated behavior.

Overview: A story will be told while holding a pop can. Each time a precipitating factor occurs the can will be shaken. This will show how pressure can easily build up within people leading to an explosion of escalated behavior.

Precipitating factors: are factors that causes or triggers the onset of a disorder illness, accident, or behavioural response.

When we are exposed to different challenges in our day-to-day life they can be referred to as precipitating factors.

For example: You wake up late, can't find your keys, and hit every red light on your way to work. Once you arrive you realize you missed an important meeting. = Four precipitating factors

Precipitating factors are things that happen around us that ultimately affect our attitude, stress level and other forms of our behavior.

Avoid becoming a precipitating factor for others by using respectful and helpful choices of words when communicating.

Triggers for an escalated behavioral response while communicating an expectation based conversation include:

- Faking attention,
 - Pretending to listen or speaking over a person.
- Tone of voice that is not appropriate to the dialogue,
 - Annoyed tone, angry tone, overly excited tone etc.
- Misuse of body language,
 - Closed off body language, aggressive use of hands, facial expressions or stance.
- Overreacting,
 - Using ultimatums,
 - Using a raised voice to communicate.