

Review Guidelines: *Facial Expressions*

| | | |
|----------|------------------|------------------------|
| Forehead | wrinkles= | anger |
| Eyebrows | outer edges up= | anger |
| Eyes | centered= | focused |
| | gazing up= | thinking |
| | gazing down= | shame |
| | gaze to side= | guilt |
| | wandering= | disinterested, bored |
| Nose | wrinkled= | disgusted, confused, |
| | pointed up= | arrogant |
| Lips | parted, relaxed= | happy |
| | together= | possibly concerned |
| | wide open= | very happy, very angry |
| | | |
| Arms | crossed= | angry, disapproving |
| | open= | honest, accepting |
| | | |
| Hands | on top of head= | amazement |
| | scratching head= | puzzled, confused |
| | rubbing eyes= | tired |
| | rubbing chin= | thinking |
| | folded= | timid, shy |
| Fingers | interlocked | tense |
| | pointing at you | angry |
| | OK sign | all is fine |
| | V sign | "peace" |

Most gestures using body language and paralanguage are quite important and can be used to send signals between the sender and receiver. They can be grouped into three categories that resemble a traffic signal.

Gestures

arms folded on chest
clutched jaw
fists clenched
running fingers through hair
sharp signs
tapping on table

hand over mouth
frown
raised eyebrow
clearing throat
picking fingernails
pinching bridge of nose
stroking chin

uncrossed legs
open hands, palms up
cock the head
sitting on edge of chair
eye contact
mouth/ chin relaxed
nodding

Possible Meanings

not going to listen
antagonism
defensiveness
frustration
furiousness or boredom
impatience

doubtful
displeasure
disbelief
nervousness
seeking reassurance
concern
stalling for time

open to agreement
sincere, open
interested
ready to accept
weighing proposal
considering ideas
agreeing



Facial Expressions - our expressions also send a message. For example, raised eyebrows could mean disbelief, questions, shock. A frown usually indicates displeasure, yet a smile usually expresses agreement and pleasure.

Space - the distance a person keeps while talking is a good indication of his or her openness and sociability. We all have a .comfort space. that we like to keep around us. For example, if someone stands too closely when speaking, invading that space, it is often interpreted as a hostile and forceful communication.