

**Table 8: Understand non-verbal languages**

**Head movements: *nod, shake, tilt...*** show how people agree/disagree with the message.

**Direct eye contact or looking away, ...** show level of interest to the speakers.

**Lips: *smile, frown, bite lips,*** ...show positive/negative emotion towards the speakers.

**Arms: *cross, clasp, hold behind or on the chest,***...show the level of security towards the speakers.

**Position: *sit, stand, move forward or backward,***... show the level of comfortability towards the speakers.



Other?

Other?

Other?

Other?

Other?