

Communication & Social Skills

Whats Not Being Said

Body language is an essential part of communication. We will look at the ways in which body language can be used during an interaction and examine the S.O.L.E.R technique. Interpretations of body language are affected when a person is assigned to a stereotype. Stereotypes are a fixed, oversimplified and widely held image of a particular type of person. We will look at the advantages and disadvantages of stereotypes and will uncover some of the most common.

In this Module

Videoscribe explainer video, with professional audio (duration: 03:18)

English Subtitles

4 Expanded learning content blocks in the module format

'Check my understanding'
5 Question knowledge check

Top Tips

1. Use open body language to encourage communication.
2. Signal your interest by leaning forward and engaging in eye contact.
3. Position yourself at a slight angle to create a more comfortable environment.

