

To summarize: Non-verbal communication is responsible for the quality of your communication. You will be able to make an accurate interpretation of non-verbal communication when you have thoroughly learned about the various indicators and how they relate to one another. However, keep in mind that you cannot make a proper assessment based on just one sign.

When you are fully familiar with non-verbal communication and how it manifests and creates a whole, you will gain insight into yourself and others. Understanding will replace judgment, and gentleness will prevail over criticism. Learning about non-verbal communication requires a certain openness and a willingness to expose and recognize your own vulnerability. A good presenter allows himself to be seen, even though this is sometimes difficult or scary.



*Presenting yourself with power and having the courage to shine creates a positive circle, and fosters an upward spiral of growth and development!*

You can see now that non-verbal communication has a very strong influence on your communication as a whole. As explained earlier in this chapter, the content, (the words you use) make up only 10% of your total communication. Non-verbal elements make up a whopping 75%. The remaining 15% is from other verbal expressions such as tone and articulation, which I will expand on next, in Chapter 3, Verbal Presentation Skills. As I always say in my training courses, “C’est le ton qui fait la musique,” or “It’s not only what you say, it’s how you say it!”