

The Four Steps of Face-to-Face-Communication

Consider that all of us use these four steps when we are interacting with others. Observe face-to-face interactions to see if you notice steps 2-4. Discuss these steps with trusted family members or friends.

1. Thinking about people, what you know about them, etc.

- a. What do you know about the people, even if you don't know them – based on where they are and what's going on around them?
- b. If you do know them, what do you know about them?
- c. What's the situation? Is this a good time to approach them if you have that social goal?

2. Being aware of your physical presence as well as the physical presence of others.

- a. Your body position shows who you want to talk to or not talk to.
- b. Your body movements show what you plan to do next. This communicates messages to people, even if you were not trying to send a nonverbal message. The other people are sending messages to you, too.
- c. Your body language and facial expression communicate to people how you feel about things or people around you.

3. Using your eyes to think about others and watch what they are thinking about.

- a. The direction of other people's eyes helps us interpret what they may be looking toward and thinking about. THIS IS NOT ABOUT EYE CONTACT!
- b. We use our eyes to help figure out how people feel, what people are thinking about, and if they are interested in others.
- c. Others are likely to also look at where your eyes are looking to see what you may be paying attention to

4. Using your language to relate to others.

- a. Talk about things that are interesting to you and others.
- b. Ask questions to find out about people and information they are sharing
- c. Listen with your ears and brain to figure out what people mean by what they say.
- d. Add your own thoughts to connect your experiences to other people's experiences.