|  |  |  |  |
| --- | --- | --- | --- |
| Aspect of Communication | What you say | How you say it | Body Language |
| Clearly describing what you did wrong | ✓ |  |  |
| Dancing or moving around |  |  |  |
| Following your apology with a description of what other people also did wrong |  |  |  |
| Frowning |  |  |  |
| Giggling or laughing |  |  |  |
| Having headphones in |  |  |  |
| Kicking the floor with your feet |  |  |  |
| Looking angry |  |  |  |
| Looking away |  |  |  |
| Looking down at the floor |  |  |  |
| Looking the person in the eye |  |  |  |
| Mumbling |  |  |  |
| Shouting |  |  |  |
| Showing that you understand how you made the other person feel |  |  |  |
| Smiling |  |  |  |
| Speaking really quietly |  |  |  |
| Speaking so the person can hear |  |  |  |
| Standing too close |  |  |  |
| Standing too far away |  |  |  |
| Standing up straight |  |  |  |