

# Activity Cards

Cut out text message from all three columns and glue each one on a separate card. All the items in the Message column go on white cards; all the Tone of Voice columns go on green cards; and all the Body Language items go on yellow cards.

## Message

## Tone of Voice

## Body Language

“How’s it going today?”

Abrupt

Make no eye contact (look down)

“You seem to be doing a great job.”

Indifferent

Turn and walk away

“Tell me what you think about this situation.”

Empathetic

Sit, and lean toward the person. Look into his/her eyes.

“We are glad to have you on our team.”

Distracted

Sit, lean back, and put your hands behind your head.

“Does this work meet the standard you have set for yourself?”

Angry

Look around as you say the message

“What can I do to help you?”

Puzzled

Touch their arm and look them in the eye as you speak.

“Feel free to come to me whenever you have a question or problem.”

Genuinely pleased

Cross your arms on your chest as you deliver the message.