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| An effective **Speaker**  |
| Description of norms  | How might this norm be a challenge? Please consider: culture, nationality, ability, upbringing, and mood/ circumstance. |
| Eyes/ Eye brows |  |
| Volume |  |
| Tone of voice  |  |
| Pace |  |
| Hands |  |
| Stance |  |

 



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| An effective **Listener**  |
| Description of norms  | How might this norm be a challenge? Please consider: culture, nationality, ability, upbringing, and mood/ circumstance.  |
| Eyes/ Eye brows |  |
| Mouth |  |
| Head |  |
| Back |  |
| Hands |  |
| Feet/ Stance |  |



