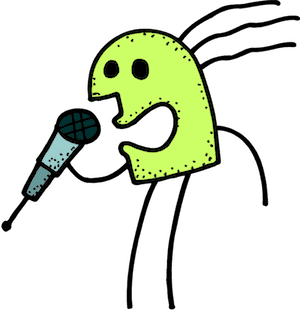
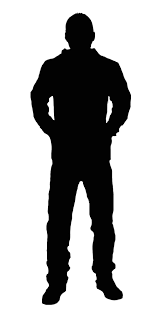
|  |  |
| --- | --- |
| An effective **Speaker** | |
| Description of norms | How might this norm be a challenge? Please consider: culture, nationality, ability, upbringing, and mood/ circumstance. |
| Eyes/ Eye brows |  |
| Volume |  |
| Tone of voice |  |
| Pace |  |
| Hands |  |
| Stance |  |

[](https://www.google.ca/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=0ahUKEwj9gIazvO_RAhUB5GMKHc1JAxMQjRwIBw&url=https://www.englishclub.com/speaking/what-is-speaking.htm&psig=AFQjCNGGR2itzP9RoiWLpY6y4CYf7orP3g&ust=1486058216417139)

[](http://www.google.ca/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=0ahUKEwix1fflu-_RAhWGg1QKHVYQAJAQjRwIBw&url=http://www.stockunlimited.com/similar/1463642.html&bvm=bv.146073913,d.cGw&psig=AFQjCNHqJGJdAmelk6wPAP5FxlQGc_liaw&ust=1486057744609485)

|  |  |
| --- | --- |
| 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 |  |

[](https://www.google.ca/imgres?imgurl=https://usercontent1.hubstatic.com/7644376_f520.jpg&imgrefurl=http://hubpages.com/business/Hearing-vs-Listening-The-difference&docid=peL9ljV1NMlYyM&tbnid=3l8eNnqtBuW9IM:&vet=1&w=520&h=371&bih=929&biw=1280&q=image%20listening%20&ved=0ahUKEwiniOnhvO_RAhXGwFQKHYlSBc44yAEQMwhJKEYwRg&iact=mrc&uact=8)

[](http://www.google.ca/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=0ahUKEwif0M7Ou-_RAhXog1QKHeAOAP4QjRwIBw&url=http://www.askstorygroup.com/headhunting&bvm=bv.146073913,d.cGw&psig=AFQjCNHqJGJdAmelk6wPAP5FxlQGc_liaw&ust=1486057744609485&cad=rjt)