

## Nonverbal Communication Bias



*“When a teen walks up to the front desk while I’m on the phone, I think I sometimes come off as unwelcoming. I don’t mean to be rude, I’m just super focused on the phone call. I don’t want to send the wrong message, but phone calls are important.”*

*-Samantha, Receptionist*

### Reflection Questions:

1. How might the nonverbal expression in the photo above be interpreted by an adolescent patient checking in?
2. What can Samantha do with her nonverbal communication/body language to send a welcoming message to the person standing in front of her?

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*“Kids these days seem to always be so into their cell phones. Sometimes, when teens are in my office, they look down at their phones the entire time. I was raised during a time when not looking your elders in the eye was considered disrespectful, so it’s hard for me to adjust to this ‘new generation’.”*

*-Mr. Callahan, Afterschool Program Director*

### Reflection Questions:

1. Although Mr. Callahan is acknowledging his bias about young people on their phones, when he meets with young people on their phones, his body language still shows his judgment. What might this look like?
2. The next time Mr. Callahan notices himself displaying this body language, what can he do to check himself?

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*Last week, one of my adolescent clients was very upset with me. She told me after the visit that I was taking too many notes, and that I was not listening to her. An important part of my job is to take accurate notes during each session, but maybe it came off as inattentive. That was not my intention, but now I feel pretty bad about it.*

*-Elise, Therapist*

### Reflection Question:

1. What are some ways that Elise can take notes during a therapy session, while still conveying attentive body language?