



- ü If you smile from time to time, that can be encouraging.

- ü Don't smile too often because the person you're listening to might wonder whether you actually understand what they're saying.

- ü Give a little nod sometimes, as though you're saying 'yes' to show that you do understand what's being said and want to hear more.

- ü If you shake your head slowly, as if you're saying 'no' when somebody is telling you something sad, that makes it look as though you're sympathetic.

- ü If you make your mouth look like a large 'O' – you can show great surprise or even shock.

- ü If you shake your head and smile just a little bit at the same time, that shows that you're amazed by what you hear or a little bit shocked.