

Matching Non-Verbal and Verbal Communication to Client Needs

Developing *cultural competence*—awareness of another’s gender, ethnicity, (dis)ability, and language—can help with all forms of communication, including non-verbal. It can be especially important when the other person’s background differs considerably from our own.

The following questions examine recent engagement (with a client or by the client) and your attitude toward them and whether your verbal and non-verbal communication are congruent (aligned).

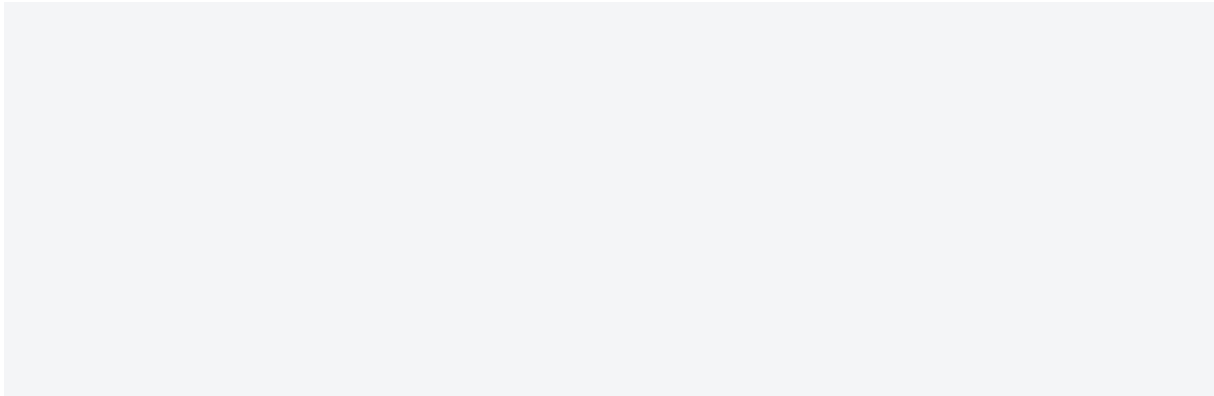
When dealing with someone whose background or needs may be very different from your own, ask yourself the following questions:

What attitudes do I hold towards that person (couple or group)?

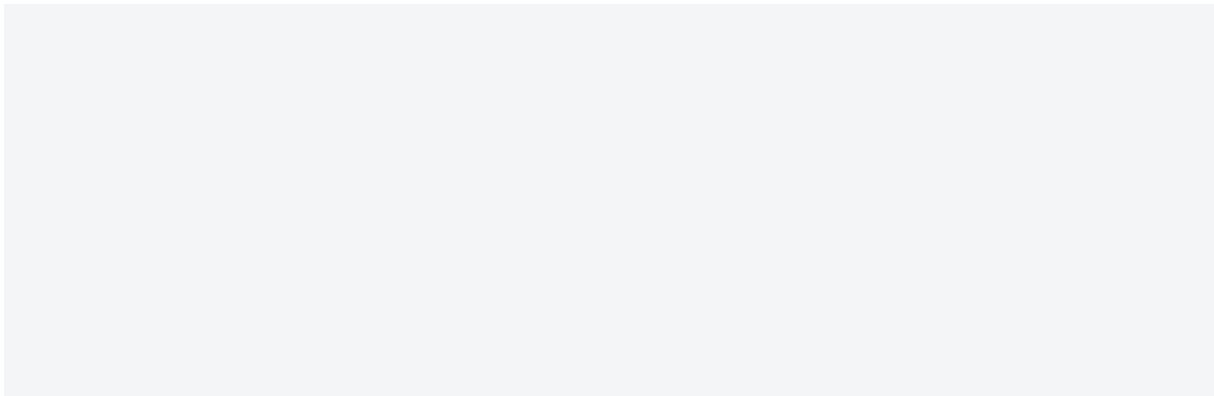
Am I tuned in to, or attending to, these attitudes?

What attitudes am I demonstrating in my verbal communication?

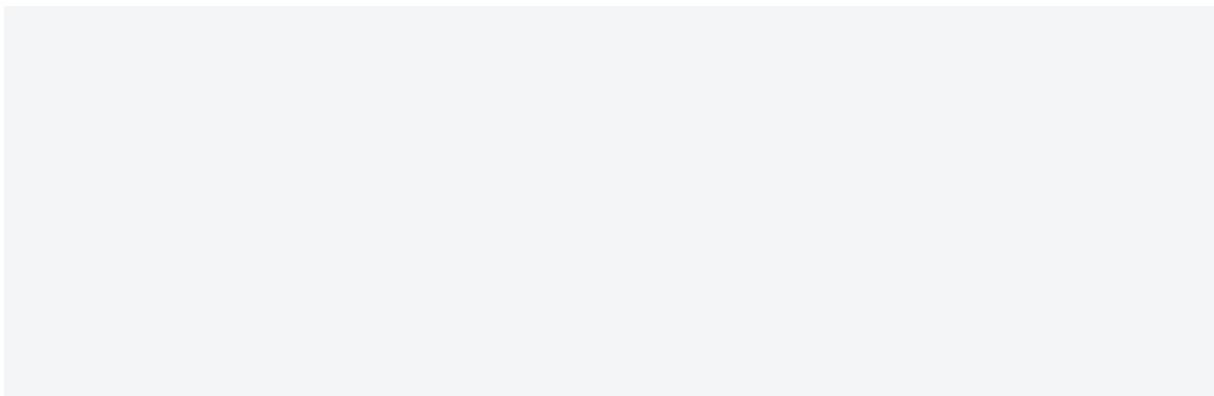
What attitudes am I demonstrating in my non-verbal communication?



How aligned or congruent is my non-verbal communication to my internal thoughts and feelings?



Is there anything I must do to moderate my verbal and non-verbal communication to be more present and meet their needs?



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