

# GUIDE

## EFFECTIVE NONVERBAL COMMUNICATION IN AN ORAL HISTORY INTERVIEW

### ① GREETING

Create a comfortable atmosphere for the interviewee by starting with a greeting. Use your body language to assist your verbal communication. For example, making eye contact, smiling or shaking hands.



### ② SPACE

Continue to create a comfortable environment by valuing the interviewee's personal space. Pay attention to where you're standing or sitting while listening or engaging in conversation.



### ③ SELF-MONITOR

Be aware of your posture or unintentional body language when asking questions. Make sure you aren't folding your arms, presenting an unpleasant expression or slouching.



### ④ FEEDBACK

Show the interviewee that you are interested in what he/she is saying using positive feedback. \*  
Examples: Nodding or smiling at specific comments, using hand gestures when speaking, keeping eye contact and refraining from cellphone use.



### ⑤ APPRECIATION

To conclude the interview, show appreciation. Remember that verbal and nonverbal communication go hand in hand. Include a firm handshake and a pleasant smile as you're thanking the interviewee.



Quast, Lisa. "Job Seekers: Avoid These 7 Nonverbal Mistakes in Job Interviews." Forbes, 25 Nov. 2013. Web. 25 March 2016. <http://www.forbes.com/sites/lisaquast/2013/11/25/job-seekers-avoid-these-7-nonverbal-mistakes-in-job-interviews/#3155080e2cf4>

Riggio, E. Ronald. "Using Effective Nonverbal Communication in Job Interviews." Psychology Today, Sussex Publishers, LLC. 5 Jan. 2011. Web. 25 March 2016. <https://www.psychologytoday.com/blog/cutting-edge-leadership/201101/using-effective-nonverbal-communication-in-job-interviews>

