

Language means more than words



Body language is an important tool.



NON-VERBAL communication, or body language, is a powerful communication tool most of us use instinctively and unconsciously.

Our non-verbal behaviours: facial expressions, gestures, posture, tone and eye contact send strong messages even when we are not speaking.

To ensure we are sending truthful messages with our bodies, we need to increase our emotional awareness.

Social and Emotional Learning (SEL) is a vital component of learning within my schools.

Emotional intelligence can be defined as “the ability to understand and control your own feelings, and to understand the feelings of others and react to them in a suitable way.”

By developing this awareness and skills in our young people we are giving them tools to self-regulate and better control their behaviours.

Emotionally aware people are able to identify what they are feeling, interpret their emotions, comprehend how their emotions impact on others and are able to regulate their behaviour with strategies they have learnt.

We communicate an immense amount of information non-verbally on a daily basis, especially with safe touch.

I often high five students who are successful in mastering a skill or show great sportsmanship qualities in a game.

I say goodbye to my family with strong hugs, introduce myself with a firm handshake and tap students gently on the shoulder to get attention.

Another important aspect of non-verbal communication is space. In schools the students learn about space invaders and personal bubbles to instil an awareness of personal space and safety.

We all have a need for space which changes depending on cultures, situations, and the closeness of relationships.



Physical space can communicate many different messages including intimacy and affection, aggression, dominance or lack of interest.

When using verbal language the tone and pitch of our voice is a great indicator of our emotions.

When we speak, other people “read” inflections in our voice in addition to listening to our words. Your timing and pace, how loud you speak, your tone and inflection and sounds that convey understanding are all communication cues.

The way we phrase our thoughts or questions also determines the level of engagement we have in a conversation or group setting. The Bluearth Language I use to build the

students awareness of self within our sessions includes:

- Become aware of.....
- Take your attention to....
- Focus....
- Explore...
- How do you feel.....?
- Challenge yourself to...
- By studying and building awareness within ourselves of body language - we are quicker to recognise it in others, and read non-verbal communication. To improve your skills here is some basic tips :
 - Make eye contact
 - Relax your shoulders
 - Keep feet and body positioned towards the person
 - Mirror their non-verbal cues
 - Don't cross your arms
 - Be aware of personal space

In a world that is quickly losing the art of communicating in person, you can only strengthen your communication skills by building up your non-verbal language skills and becoming a more effective communicator.

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A digital coach can surprise

HAVE you ever heard the term ‘Digital Coach’?

A Digital Coach is not someone that’s taking the space or replacing a business coach and it’s not someone who’s taking over your digital needs.

A Digital Coach helps you navigate all the digital space.

It’s incredible to consider that our personal phone is millions of times more powerful than the computer used to send man to the moon in the 60s, and we have this in our pocket.

Our phone is has now become a fundamental digital tool.

There is demand for Digital Coaches in the professional environment because of the increase in digital tools replacing some of the physical tools that we once used.

For example, programs like Evernote are replacing note taking.

We now use accounting programs that are based in the cloud like Xero, MYOB, QuickBooks and WaveApps.

There are so many tools out there that you may or may not have heard of and there is constantly new ones coming onto the market that people testing and exploring.

All the new develops and digital initiatives are moving so quickly. Just think how quickly Facebook and YouTube came into our world.

Now it dominates the way that we communicate, connect and sell things within our business.

A digital coach may well have experience or a background in Accounting, Customer Management, Administration or as Personal or Executive Assistant and may be able to advice on your bookkeeping or how to manage emails in Outlook and Gmail.

Typically, as a small business owner, we often feel new technology is beyond our reach, reserved for the big guys like Hewlett Packard or Coca Cola, with their massive budget.



Time Tamer with Barbara Clifford

However, digital resource is becoming increasingly more available, accessible and affordable, many resources now becoming free, with high end cost reserved for those that can afford it for the bells and whistles the smaller business does not need.

Additionally, the benefit is not just in the affordability but also in the time saved by using these tools (leading onto additional cost saving).

Change is never easy and the first time we attempted to embrace the skill and technical knowledge of riding a bike or driving a car it was challenging.

No doubt, you had someone coach you through the learning and now these are skills we use automatically.

The way in which we approach any coaching is to address the greatest problem we wish to resolve and then seek the solution to that A digital coach, like any other coach out there will hold your hand through the learning and adopting of new habits. A coach will take you through a process and keep you accountable.

The same way a fitness instructor is not going to do the setups for you, but they’re going to show you how to improve your technique, how to get the best out of the method or the equipment to get the best result.

Now if we use the analogy of Hewlett Packard and Coca Cola, not many of us are going to be Arnold Schwarzenegger but a fitness coach can show us how to improve upon our technique and a digital coach will do the same for you.

