# Identifying workplace behaviours and values







#### Non-verbal communication



Facial expression



Gesture



Proximity



Touch



Body language



Eye contact





### Body language



Exasperated



Tired or anxious

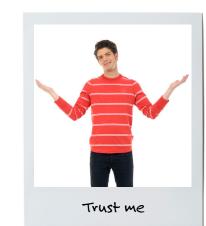


Cross or not interested



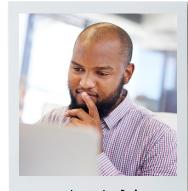
Not sure







Upset or sad



Thoughtful

#### Tone of voice

Soft



Apologetic request Sorry but would you mind if I asked you to keep the noise down a little?

#### Polite request

Would you mind talking more quietly?

Polite instruction Please talk more quietly

Firm request I must ask you to make less noise

Firm request Will you kindly make less noise?

Firm instruction Quiet please! Firm instruction

Quiet! Good-natured order Keep quiet you lot! Rude demand Oi! Shut up! Hard

#### Organisational culture

"We are the most trusted retailer. We have a proud heritage of staff welfare, customer care and involvement in the community. We want to continue to build this." Marks and spencer