



110 STEPS™ OF COMMUNICATION

NERVOUSNESS		VOICE				BODY LANGUAGE				FACIAL EXPRESSIONS		LANGUAGE		ULTIMATE LEVEL
1  Swaying	7  Register / Pitch	16  Up-Down talk	25  Filler sounds	33  Confident posture	42  Shrugging shoulders	51  Pointing	60  Progression	69  Horizontal movement	76  Neutral	85  Adapted	94  Hexacolon	103  Loves presenting		
2  Squirming	8  Slow pace	17  Volume increase	26  Prosody	34  Neutral Posture	43  Intensity variation	52  Volume/Size	61  Empowering head angle	70  Bent knees	77  Matching	86  Flow	95  Tricolon	104  Role playing		
3  Irrational movement	9  Fast pace	18  Volume decrease	27  Melody	35  Base Pace	44  Functional	53  Regulators	62  Unfunctional head angle	71  Amplification	78  Dramatising	87  Strong rhetorics	96  Repetition	105  Total intensity transition		
4  Stroke / Figdet	10  Base pace	19  Unfunctional pauses	28  Articulation	36  Affect	45  Smooth	54  Rhythm of speech	63  Standard head angle	72  General eye contact	79  Mouth	88  Filler words	97  Anaphora	106  Acts out the obvious		
5  Flight / Freeze	11  Timbre	20  Relaxation pause	29  Voice climax	37  Feet	46  Distinct	55  Signs	64  Amplifying head movement	73  Sweeping	80  Eyebrows	89  Negations	98  Epiphora	107  Present and authentic		
6  Unbalanced feet	12  Emphasis	21  Strategic pause	30  Dramatising	38  Hips	47  Adapted size	56  Imaginary props	65  Stage Presence	74  Focus	81  Forehead	90  Repetitive words	99  Alliteration	108  Synchronicity		
	13  Playful emphasis	22  Effect pause	31  Language change	39  Angle	48  Standard pace	57  Drawings	66  Anchoring	75  Attire	82  Eyes	91  Absolute words	100  Correctio	109  Contrast		
	14  Base volume	23  Vocal Fry	32  Sound effects	40  Relaxed	49  Adapted pace	58  Affect display	67  Vertical movement		83  Self laugh	92  Strategic	101  Climax	110  Visualisation		
	15  Varied volume	24  Elongated vovls		41  Dramatizing	50  Full out	59  Sounds	68  Power areas		84  Straight face	93  Valued	102  Anadiplosis			