



## **Ski Spectacular Instructor Academy**

**Hosted by The Hartford Ski Spectacular  
December 4-7, 2023**

### **Clinic Summary Notes**

**Clinic Topic:** The Art of Nonverbal Communication – Lauren Cisneros

1. Nonverbal communication may not seem like communication – but nonverbal movements/cues are powerful communication tools for our toolbelt.
2. Types of nonverbal communication: Facial expression, body expression/posture, gestures, eye contact, touch, space, voice (the HOW you say something - think about sarcasm).
3. Nonverbal language strengthens what you do say and makes it more memorable.
4. Nonverbal communication plays 5 roles: reinforcement (adding in a hug to your words), substitution (waving instead of saying "bye"), contradiction (words and body language do not match), accentuation (emphasizing with words and body language what you feel), regulation (making your voice high or low pitch to get a message across with a nonverbal action like pointing).
5. Nonverbal communication is used by all of us every day. If we can master the art of nonverbal communication – it can strengthen our relationships, help us become better communicators and instructors in both adaptive and non-adaptive lessons.
6. Have fun with it! At the end of the day – skiing is fun! Make it a game with your students. Play. Explore. Make fun noises while clapping teaching a J turn – when the student arrives at the top of the J – clap and smile with excitement! Get creative. 😊
7. UGH awkward silence! What do I do? Embrace it! Quiet time is a-okay! Remember, just because your student is silent on a chairlift ride does NOT mean they are not having fun – it most likely is that they are processing what they just learned & accomplished. Pacing is key – just like any other lesson.
8. To further reflect, think about a time where someone's nonverbal cues led you to be deceived or misunderstood. How did you manage it? What did you learn? Can you think of a time when you completely understood someone by just using nonverbal cues?