



# Identifying workplace behaviours and values

Age range: 16-19

 **BARCLAYS** | LifeSkills



# Non-verbal communication

2

Facial expression



Gesture



Proximity



Touch



Body language



Eye contact



Tone



Appearance





# Non-verbal communication

3

Exasperated



Tired or anxious



Cross or not interested



Not sure



Listen to me



Trust me



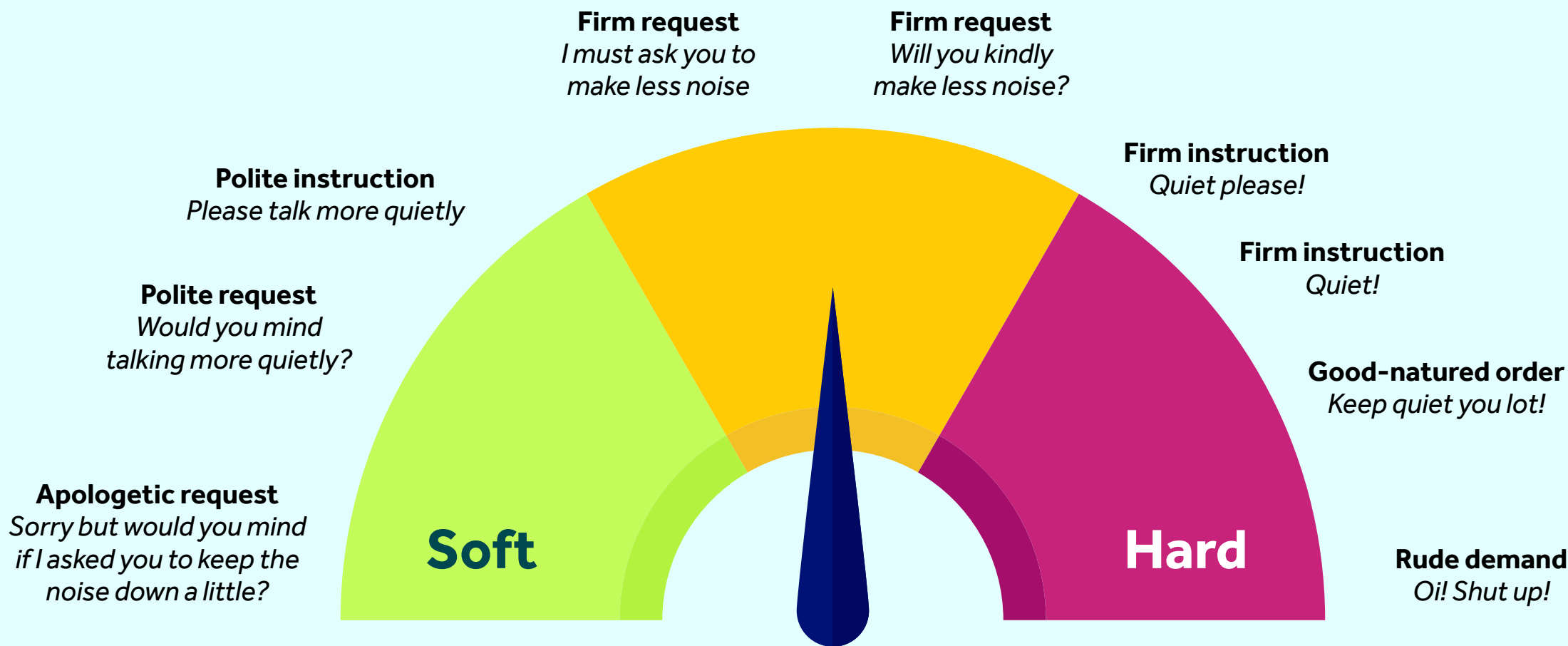
Upset or sad



Thoughtful



# Tone of voice



# Organisational culture

5

YOUR M&S

"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