

Tip of the Iceberg

If you sail past an iceberg, you may never guess that up to 90% of it is underwater. Ships must navigate carefully near icebergs to avoid unseen dangers.

Like an iceberg, what's under the surface plays an important part in communication. Sometimes people's true feelings are hidden under their words. A friend may say, "I'm fine," but his or her drooping shoulders and sad voice tell you otherwise. You may gently ask

questions to see if you can help. By listening and watching for unspoken messages, you can steer conversations through murky waters and build stronger friendships.

Similarly, you can make sure your words match your body language. When you interact with others, the words you use are just the tip of the iceberg. By showing your true self and exploring the depths of others' feelings, your communication can be smooth sailing.

*Much of this iceberg hides in the waters of the Arctic Ocean.
Find your way from Expressive Edge to the Truthful Tip.*

TRUTHFUL
TIP

EXPRESSIVE
EDGE

Summit of
Sincerity

ICEBERGS ARE
CHUNKS OF ICE
OVER 16.4 FEET*
ABOVE SEA LEVEL.

SOME BODY
LANGUAGE,
SUCH AS EYE
CONTACT AND
SMILING, CAN
HAVE DIFFERENT
MEANINGS
AROUND THE
WORLD.

Ice Flow of
Emotions

Formation
of Feelings

Path of
Perplexity

Abyss of
Uncertainty

*16.4 feet = 5 m