

Body Language

Introduction

Many studies show that we communicate mainly through body language, especially when we are in an emotional state. Since many of our achievements in life depend on how well we interact with others, it is quite critical to know how to communicate beyond words.

Knowledge of body language can greatly help individuals in many areas such as communication skills, leadership skills, customer services, sales skills and so on.

Course Objectives

By the end of this course, participants will be able to:

- List the Principle of Body Language
- Examine body language signs in context
- Explain body language difference across cultures
- Analyse sincere and insincere body language traits
- Display positive and negative body language
- List what to look for when meeting people for the first time and networking
- List the body language zones to be aware of

Content

A sample of what is covered includes:

Principles of Body Language

- Most (emotionally significant) communication is through body language
 - Up to 80% according to research by Albert Mehrabian
- The body doesn't lie
 - Body language reveals what we are really thinking/feeling and "leaks" through multiple channels
- Look for clusters and consider context
 - If someone has their arms crossed it may just mean they are cold. Look for multiple signals
- Cultural, age and gender is important
 - Gestures may mean very different things in different countries for example
- Incongruence and discomfort
 - When words and body language don't match we may distrust someone. Psychological discomfort may indicate lying but may mean other things too
- Evolutionary origins, e.g. Dominance and rapport
 - Many body language signals come from our evolutionary past
- Go with your gut
 - Intuition is unconscious processing of information (e.g. subtle body language signs) fed back as physical feelings
- Authenticity
 - People pick-up on in-authenticity and sincerity very easily

What is body language all about?

- Universal gestures
- How to read body language?
- How to avoid misinterpretation and deliberate faking?
- Positive versus negative body language
- Confidence and frustration
- Eye contacts and eye cues
- Lies, dishonesty, doubts and thinking
- What does it mean to show the thumbs?
- What is the difference between showing the back of your hand or your palm?

Meeting People and Networking

- How would you respond to a dominant hand shaker who wants to show he is in charge?
- How would you know if someone is nervous even if they display gestures which are signs of confidence?
- Where to look at in someone else's face to appear trustworthy or to be taken seriously?
- How to spot liars based on their gestures?
 - Most body language lie-detection relies on increases in anxiety such as nose and mouth touching/covering, less eye contact and chin stroking
 - Looking at eye movement may be useful (but is easy to misread).
 - Look out also for verbal changes such as a decrease in "I" statements, pace decreases and sudden decreases in detail. Establishing a baseline and looking for changes is important
 - Studies show that people lie most by phone and by e-mail least
- How to know what someone is going to decide on, before they state it?
- How to know if someone is not convinced, despite showing that they are still thinking about your argument?

Body Language Zones to be aware of:

- Face - often the most obvious and powerful signals
- Hands and gestures - expressing power and protectiveness for example
- Posture - a person's overall attitude
- Head position - e.g. submissive tilt
- Positioning - e.g. space in relation to others
- Feet and legs - often the most honest, where someone wants to go
- Eyes - "gateways to the soul" - also hard to fake

