





Body Language



“ Introduction

Body language is a type of communication in which physical behaviors, as opposed to words, are used to express or convey information. Such behavior includes facial expressions, body posture, gestures, eye movement, touch and the use of space.



“ Introduction

Although body language is an important part of communication, most of it happens without conscious awareness.

In a society, there are agreed-upon interpretations of particular behavior.

Interpretations may vary from country to country, or culture to culture.





Learning Benefits

- You will learn to:
- Understand how to make a positive impression.
- Understand the difference between confident and arrogant body language.
- Learn how to build rapport and trust.





The Foundations of Body Language



The Foundations of Body Language

- To understand body language, involves two aspects:
You want to understand your *own* body language and you want to read *other* people by observing their body language.





The Foundations of Body Language

- It allows you to better control what you are telling others.
- Our necks, shoulders, arms, hands, torso, legs and feet are all as expressive as our faces and our words, if not more so.





The Foundations of Body Language

4 Body Language Criteria for Accurate Interpretations



CALIBRATE

What is
'normal'
behavior.





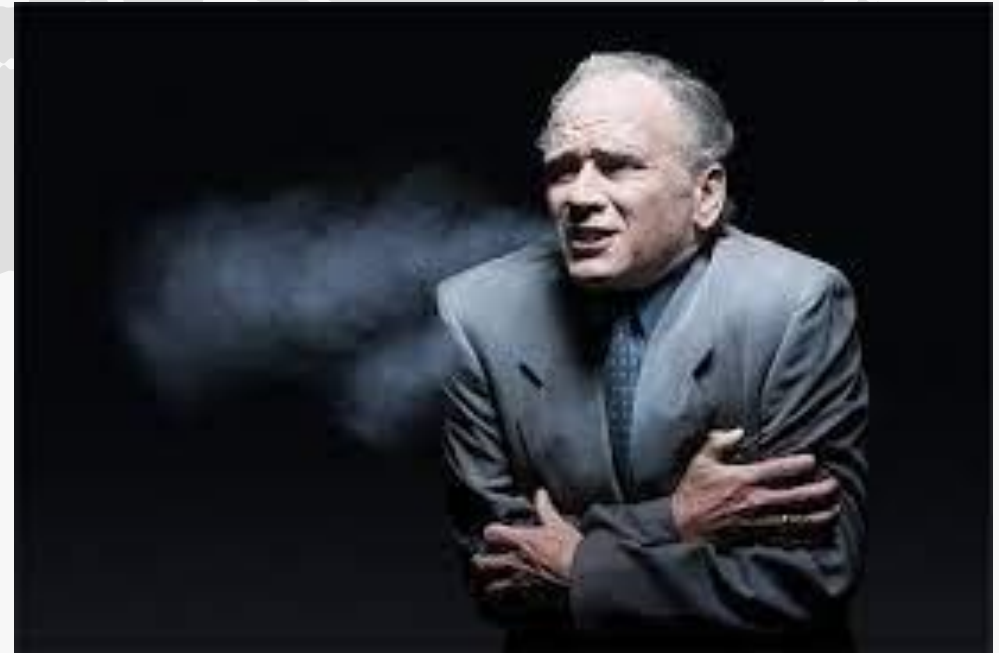
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4 Body Language Criteria for Accurate Interpretations



CONTEXT

Influences
your
Interpretations.





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4 Body Language Criteria for Accurate Interpretations



Culture
Background.





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4 Body Language Criteria for Accurate Interpretations



Cluster

Confirm your
Assumptions.





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5 Functions of Body Language.

Reinforcement If you say “Hi” or “Bye” you will probably wave your hand also.





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5 Functions of Body Language.

Substitution Instead of actually saying “hi” or “bye” you might just wave a hand at someone.



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5 Functions of Body Language.

Contradiction He says “good” but they roll his eyes or look down at the floor and shrug his shoulders.





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5 Functions of Body Language.

Accentuation

If you speak louder and quickly you are adding intensity to the verbal message.





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5 Functions of Body Language.

Regulation

Hand signals to indicate that we are done talking and it is someone else's turn to talk.





The Foundations of Body Language

Four basic modes

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Four basic modes of Body Language.





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Four basic modes of Body Language.



Combative

LET ME SPEAK

Finger tapping

Foot tapping

Staring



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Four basic modes of Body Language.



Fugitive

BORED
Staring into space
Slumped posture
Doodling
Foot tapping





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Four basic modes of Body Language.



Reflective

LISTENING

Head tilted

Lots of eye contact

High blink rate



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Four basic modes of Body Language.



ENGAGED
Leaning forward
Open body
Open arms
Open hands



Responsive



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4 Basic Body Language Modes

Communicate to cooperate with each mode!

COMBATIVE

CLOSED/FORWARD, there is active resistance. This is the time to defuse anger, avoid contradiction and outright argument and to steer them into reflective mode.





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4 Basic Body Language Modes

Communicate to cooperate with each mode!



FUGITIVE

CLOSED/BACK, people are trying to escape physically through the door or mentally into boredom. This is the time

to spark interest in any way you can, even irrelevant to the message.



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4 Basic Body Language Modes

Communicate to cooperate with each mode!

REFLECTIVE

OPEN/BACK, people are interested and receptive, but not actively accepting.

This is the time to present further facts and incentives. It may also be a good time to keep quiet and let them think.





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4 Basic Body Language Modes

Communicate to cooperate with each mode!



RESPONSIVE

OPEN/FORWARD the person is actively accepting. This is the time to close the sale, ask for agreement, demand a concession.



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Thank you