





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.





Body language checklist to build rapport and trust



Body language checklist to build rapport and trust

Checklist:

- **Maintain eye contact**

When you're having a discussion with someone, use the 50/70 rule. This means you should **hold eye contact between 50%–70% of the time**. Maintain this amount of eye contact both while you are talking and while you are listening.





Body language checklist to build rapport and trust

Checklist:

- Pleasant Facial expressions





Body language checklist to build rapport and trust

Checklist:

- **Keep your arms free**





Body language checklist to build rapport and trust

Checklist:

- **Good stance and posture**

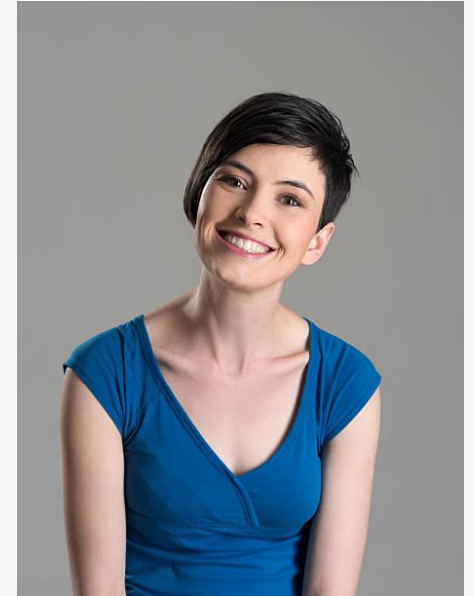




Body language checklist to build rapport and trust

Checklist:

- **The head tilt**
- Tilting your head to one side is **a signal that you are listening and involved.**
- As such, head tilts can be very empathetic and warm.
- But they are also subconsciously processed as submission signals.





Using Body Language to Build Rapport

- **Touch**

- Touch is a **complex body language channel that conveys many subtle messages to others.**

- A classification of different types of touches includes using them to convey feelings, to control others, and to accomplish tasks. Touch can increase compliance and even increase a waiter's tip.

- We remember people twice as well if we have touched them.



Using Body Language to Build Rapport

- **Touch**
- This touch can be simple and quick, like a handshake when you first meet. A light touch on the arm is also a great way to build rapport and make people instantly feel closer to you.





Using Body Language to Build Rapport

- **Touch**
- Be aware of cultural norms. Not everybody likes to be touched and in some countries, it's considered a faux-pas.





Handshakes

- You extend your hand and reach for someone's hand to shake.
- It's the simplest of nonverbal exchanges, and one you may engage in several times a day.
- But hidden within such a seemingly simple formality is an opportunity to make a lasting impression.



Handshakes

- **PALM POWER**
- When used correctly, palm power invests its user with a degree of authority and the power of silent command over Others
- The palm facing up is used as a submissive, non threatening gesture, reminiscent of the pleading gesture of a street beggar.



Handshakes

- **PALM POWER**
- When the palm is turned to face downwards, you will have immediate authority.
- The palm closed into a fist and the pointed finger becomes a symbolic club with which the speaker figuratively beats his listener into submission.



Handshakes

When two dominant people shake hands a symbolic struggle takes place as each person tries to turn the other person's palm into the submissive position.

The result is a vice like handshake with both palm remaining in the vertical position as each person transmits a feeling of respect and rapport to the other.

Both hands vertical



Equality



Handshakes

Dominance is transmitted by turning your hand so that your palm faces down in the handshake.

It tells the other person that you wish to take control in the encounter that follows.

Hand palm down



Dominance



Handshakes

The palm up gesture is used to show submission to others to offer your hand with the palm facing upwards.

This is particularly effective when you want to give the other person control or allow him to feel that he is in command of the situation.

Hand palm up



Submission

Handshakes



Hand Hug



Bone Crusher



Pull In



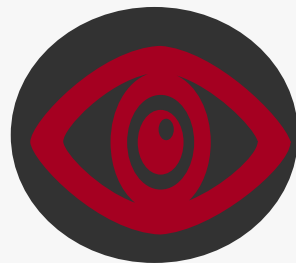
Fingertips



The Appropriate Handshake



Stand tall and extend your right hand straight out in front of your body, with your elbow slightly bent, and your thumb pointing to the ceiling. Lean forward slightly if there is room, but not so much that your faces are uncomfortably close.



Tip 1

Keep eye contact!



Tip 2

Keep a pleasant expression.



Tip 3

Release the hand after 3-4 seconds.



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Thank you