



Body Language Basics

Instructor Guide

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# US-Jaycees-logo-white-and-greenPreface

*The most important thing in communication is hearing what isn’t said.*

*Peter Drucker*

## What is Courseware?

MC900071138[1]Welcome to Corporate Training Materials, a completely new training experience!

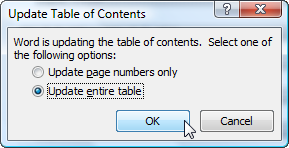
Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

Best of all, our courseware packages are created in Microsoft Office and can be opened using any version of Word and PowerPoint. (Most other word processing and presentation programs support these formats, too.) This means that you can customize the content, add your logo, change the color scheme, and easily print and e-mail training materials.

## How Do I Customize My Course?

Customizing your course is easy. To edit text, just click and type as you would with any document. This is particularly convenient if you want to add customized statistics for your region, special examples for your participants’ industry, or additional information. You can, of course, also use all of your word processor’s other features, including text formatting and editing tools (such as cutting and pasting).

To remove modules, simply select the text and press Delete on your keyboard. Then, navigate to the Table of Contents, right-click, and click Update Field. You may see a dialog box; if so, click “Update entire table” and press OK.

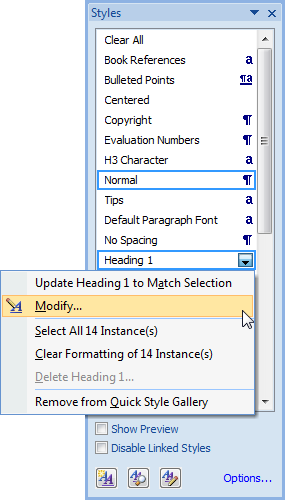


(You will also want to perform this step if you add modules or move them around.)

If you want to change the way text looks, you can format any piece of text any way you want. However, to make it easy, we have used styles so that you can update all the text at once.

If you are using Word 97 to 2003, start by clicking the Format menu followed by Styles and Formatting. In Word 2007 and 2010 under the Home tab, right-click on your chosen style and click Modify. That will then produce the Modify Style options window where you can set your preferred style options.

For example, if we wanted to change our Heading 1 style, used for Module Titles, this is what we would do:



Now, we can change our formatting and it will apply to all the headings in the document.

For more information on making Word work for you, please refer to Word 2007 or 2010 Essentials by Corporate Training Materials.

## Materials Required

All of our courses use flip chart paper and markers extensively. (If you prefer, you can use a whiteboard or chalkboard instead.)

We recommend that each participant have a copy of the Training Manual, and that you review each module before training to ensure you have any special materials required. Worksheets and handouts are included within a separate activities folder and can be reproduced and used where indicated. If you would like to save paper, these worksheets are easily transferrable to a flip chart paper format, instead of having individual worksheets.

We recommend these additional materials for all workshops:

* Laptop with projector, for PowerPoint slides
* Quick Reference Sheets for students to take home
* Timer or watch (separate from your laptop)
* Masking tape
* Blank paper

## Maximizing Your Training Power

We have just one more thing for you before you get started. Our company is built for trainers, by trainers, so we thought we would share some of our tips with you, to help you create an engaging, unforgettable experience for your participants.

* **Make it customized.** By tailoring each course to your participants, you will find that your results will increase a thousand-fold.
  + Use examples, case studies, and stories that are relevant to the group.
  + Identify whether your participants are strangers or whether they work together. Tailor your approach appropriately.
  + Different people learn in different ways, so use different types of activities to balance it all out. (For example, some people learn by reading, while others learn by talking about it, while still others need a hands-on approach. For more information, we suggest Experiential Learning by David Kolb.)
* **Make it fun and interactive.** Most people do not enjoy sitting and listening to someone else talk for hours at a time. Make use of the tips in this book and your own experience to keep your participants engaged. Mix up the activities to include individual work, small group work, large group discussions, and mini-lectures.
* **Make it relevant.** Participants are much more receptive to learning if they understand why they are learning it and how they can apply it in their daily lives. Most importantly, they want to know how it will benefit them and make their lives easier. Take every opportunity to tie what you are teaching back to real life.
* **Keep an open mind.** Many trainers find that they learn something each time they teach a workshop. If you go into a training session with that attitude, you will find that there can be an amazing two-way flow of information between the trainer and trainees. Enjoy it, learn from it, and make the most of it in your workshops.

And now, time for the training!

# US-Jaycees-logo-white-and-greenModule One: Getting Started

*The human body is the best picture of the human soul.*

*Ludwig Wittgenstein*

The ability to interpret body language is a skill that will enhance anyone’s career. Body language is a form of communication, and it needs to be practiced like any other form of communication. Whether in sales or management, it is essential to understand the body language of others and exactly what your own body is communicating.

## Housekeeping Items

Take a few moments to cover basic housekeeping items.

* If you need an opening or a way to introduce the participants to each other, utilize the Icebreakers folder to begin or between breaks during the day.
* Let participants know where they can find washrooms, break facilities, and fire exits.
* Ask participants to turn off their cell phones or at least turn them to vibrate. If they must take a call, request that they do it outside.
* Take this time to encourage the group to ask questions and make this an interactive workshop.
* Write the words Respect, Confidentiality, and Practice on a piece of flip chart paper and tape it to the wall. Explain to participants that in order to get the most out of this workshop, we must all work together, listen to each other, explore new ideas, and make mistakes. After all, that’s how we learn!

## The Parking LotC:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900057299[1].wmf

Explain the concept of The Parking Lot to participants.

* The Parking Lot is a visible place where you will “park” ideas that arise which are not on the agenda, may be off topic, or are better addressed outside of the program.
* At the end of the session, we will review parked ideas and follow up, or make suggestions for your own investigation when you are back at work.

Suggestions for the trainer:

1. If you are working with a large group of participants, you may wish to nominate a recorder to park items as you are facilitating.
2. It’s a good idea to note the name of the contributor along with the parked item.
3. Items noted on the parking lot can be useful to you later as you plan future training sessions.

## Workshop Objectives

C:\Users\Kimmi\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\JVU559D0\MCj02934740000[1].wmfResearch has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

* Define body language.
* Understand the benefits and purpose of interpreting body language.
* Learn to interpret basic body language movements.
* Recognize common mistakes when interpreting body language.
* Understand your own body language and what you are communicating.
* Practice your body language skills.

## Action Plans and Evaluation Forms

Explain the action plan to participants:

The instructor will provide you with personal action plans to assist you throughout the course. When used correctly, the action plans will help you attain your personal and professional goals. Each action plan evaluates how well you are able to apply a module lesson. The assignments cover strategies for understanding and applying body language skills. Your instructor will give you complete instructions for your action plans along with the dates they are due.

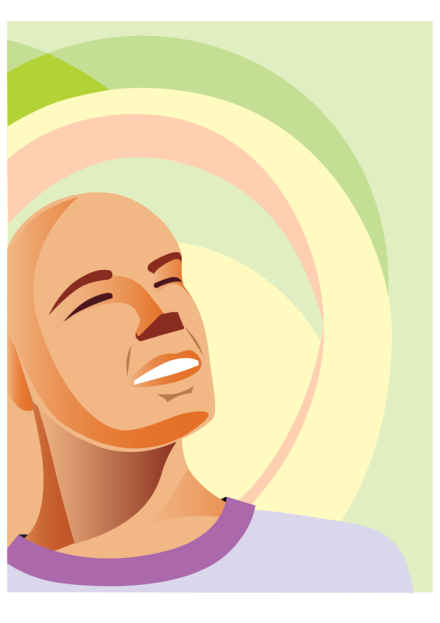
You are responsible for assessing your own action plans. Your instructor will also evaluate your performance using the rubrics that have been provided. These action plan evaluations will to help identify how well you understand and apply each skill set.

Pass out the participant action plans and evaluation handouts, available in the activities folder. Ask participants to add information throughout the day as they learn new things and have ideas about how to incorporate the concepts being discussed into their work or personal lives.

# US-Jaycees-logo-white-and-greenModule Two: Communicating with Body Language

*The body never lies.*

*Martha Graham*

We are constantly communicating, even when we are not speaking. Unspoken communication makes up over half of what we tell others and they tell us. It affects our work and personal relationships. Improves negotiating, management, and interpersonal skills by correctly interpreting body language and important signals.

## Learning a New Language

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FTRMPN7N\MC900071005[1].wmfIn many ways understanding body language is like learning a foreign language. There are a few tips that make learning any language, even a nonverbal one, easier.

**Tips:**

* Set Goals: Make sure that your goals are realistic and have specific timelines.
* Devote time to learning: Schedule time to practice. Do not rely on spare time.
* Practice daily: Hone skills by continued practice.
* Enjoy the process: You are not in school. Relax and have fun with your new skill.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Share ways to learn nonverbal communication. |
| **Topic Summary** | Learning a Language  Prepare for learning body language. |
| **Materials Required** | 01-Language Tips |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet individually. Discuss your answers with the rest of the class. |
| **Stories to Share** | Share your goals and practice schedule with the group. |
| **Delivery Tips** | Encourage participants to discuss their ideas, but do not force anyone. |
| **Review Questions** | What is body language similar to learning? |

## The Power of Body Language

Understanding body language does more than improve relationships. You will get insight into the thoughts and feelings of those around you. Because it is not a conscious form of communication, people betray themselves in their body language. Body language is powerful in several ways.

**Power of Body Language**:

* It is honest: Body language conveys truth, even when words do not.
* Creates self-awareness: Understanding body language helps you identify your own actions that hinder success.
* Understand feelings: Body language shows feelings and motive such as aggression, submission, deception, etc. Use these as cues to your communication.
* Enhance listening and communication skills: Paying attention to body language makes someone a better listener. Hear between the words spoken to what is being said.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Explore the power of body language. |
| **Topic Summary** | The Power of Body Language  Discuss how body language gives power and prevents problems. |
| **Materials Required** | Flipchart/Marker |
| **Planning Checklist** | None |
| **Recommended Activity** | Have participants discuss personal experiences related to body language, either personal or observed. For example, ignoring aggressive body language of a coworker who later made threats. List some on the flip chart and highlight body language signs. |
| **Stories to Share** | Share any relevant personal experiences that relate to body language. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What is not a conscious form of communication? |

## More than Words

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900440480[1].wmfMuch of the way people communicate is nonverbal. Body language specifically focuses on physical, not tone, or pitch. It includes the following characteristics.

**Body Language:**

* Proximity: The distance between people
* Positioning: Position of a body
* Facial expression: The eyes are particularly noticed.
* Touching: This includes objects, people, and themselves.
* Breathing: The rate of respiration is telling.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Explore body language. |
| **Topic Summary** | More than Words  Outline body language. |
| **Materials Required** | Pictures or computer, Flipchart/Marker |
| **Planning Checklist** | Find a selection of pictures that shows different facial expressions, postures, etc. Create a presentation on the computer to bring to class, or print the pictures. |
| **Recommended Activity** | Pass the pictures around or use the presentation. Ask the class to interpret what the pictures communicate. List the ideas on the flipchart. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Tell the participants to use their gut reactions. They are not expected to ready body language yet. |
| **Review Questions** | What is particularly noticed in facial expressions? |

## Actions Speak Louder than Words

Our impressions of each other are based on more than words. People can have cordial conversations and not like each other. The actions that we take are stronger than our words. For example, a person may dismiss someone using body language and not saying anything negative. Like it or not, or body language makes a lasting impression on the people around us.

**What Actions Can Say:**

* Deception
* Confidence
* Nerves
* Boredom
* Emotions
* Attraction
* Being open
* Being closed off

Please note that this is not an exhaustive list of what body language can communicate.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Explore what body language can say. |
| **Topic Summary** | Actions Speak Louder than Words  Understand the importance of body language on first impressions. |
| **Materials Required** | Flipchart/Marker |
| **Planning Checklist** | None |
| **Recommended Activity** | Have the participant’s think of problematic social encounters that were not based on spoken communication and share their experiences. What did the body language communicate and how? List common communications on the flipchart. |
| **Stories to Share** | Share a relevant personal story. It does not have to be a professional story. For example, share about a bad date. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What is more important than words? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\ZKNEI80I\MC900436990[1].wmfJim had to hire a new personal assistant. He needed someone organized and personable. Jen answered all of the interview questions perfectly. She had the necessary training and education, so Jim hired her. After a few weeks, some of Jim’s coworkers complained about her behavior. They accused her of being aggressive and insubordinate, but she never said anything specifically rude or hostile. Her tone and body language, however, were extremely aggressive. For example, she rolled her eyes when people asked her questions. Jim had to coach Jen on her nonverbal communication, and he added a body language evaluation to his interview process.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the body language case study. |
| **Topic Summary** | Case Study  Discuss body language in the workplace. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the results of the case study. Would her aggression have been noticeable in the interview? |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What position was Jim hiring for? |

## Module Two: Review Questions

1. Goals should be \_\_\_\_\_?
2. Concurrent
3. Compatible
4. Revised
5. Realistic

Goals should be realistic. They should also have timelines.

1. How often should body language be practiced?
2. Hourly
3. Weekly
4. Daily
5. Monthly

Like any language body language requires practice. It should occur every day.

1. What does body language NOT improve?
2. Sight
3. Listening
4. Success
5. Understanding

Body language does not improve sight. It can improve listening and understanding, which improves success.

1. What should provide cues to your communication?
2. Your own feelings
3. Feelings of others
4. The tone of voice
5. The truth

Body language betrays emotions. These feelings should provide cues to your communication.

1. What is the term for the distance between people?
2. Respiration
3. Proximity
4. Positioning
5. Screening

Proximity is the distance between people. This distance is part of a person’s body language.

1. What is NOT included in touching?
2. Self
3. Others
4. Positioning
5. Objects

The way people touch objects, others, or themselves is important. Positioning is another category.

1. \_\_\_\_\_ makes a lasting impression.
2. Body language
3. Words
4. Appearance
5. Clothing

Body language makes a lasting impression.

1. Body language can communicate \_\_\_\_\_.
2. Experience
3. Estimation
4. Expectations
5. Deception

Body language can communicate when someone is being deceptive.

1. What unacceptable form of body communication did Jen exhibit?
2. Yelling
3. Aggression
4. Eye rolling
5. Crossed arms

Jen was seen rolling her eyes at coworkers. This is unacceptable body language.

1. What did Jim add to his interview?
2. Double interview
3. Body language assessment
4. Internal interviews
5. Skills assessment

Due to her aggressive body language, people complained about Jen. Jim chose to add a body language assessment to his interview technique.

# US-Jaycees-logo-white-and-greenModule Three: Reading Body Language

*Emotion always has its roots in the unconscious and manifests itself in the body.*

*Irene Claremont de Castillejo*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900295310[1].wmfWe are constantly reading the body language of others, even when we are not aware of it. Actively reading body language, however, will provide valuable insight and improve communication. Pay attention to the positions and movements of people around you. Specifically their head positions, physical gestures, and eyes.

## Head Position

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900282916[1].wmfThe head is an obvious indicator of feelings and thoughts. The position of the head speaks volumes, making it the perfect place to start. While it takes practice to accurately interpret head position, the basic positions, and movements that are not extremely difficult to identify.

**Movement and Position**:

* **Nodding:** Nodding typically indicates agreement. The speed of the nod, however, indicates different things. A slow nod can be a sign of interest or a polite, fake signal. Look to other eyes for confirmation. A fast nod signals impatience with the speaker.
* **Head up:** This position indicates that the person is listening without bias.
* **Head down:** This position indicates disinterest or rejection for what is said. When done during an activity, it signals weakness or tiredness.
* **Tilted to the side:** This means a person is thoughtful or vulnerable. It can signal trust.
* **Head high:** Holding the head high signals confidence or feelings of superiority.
* **Chin up:** The chin up indicates defiance or confidence.
* **Head forward:** Facing someone directly indicates interest. It is a positive signal.
* **Tilted down:** Tilting the head down signals disapproval.
* **Shaking:** A shaking head indicates disagreement. The faster the shaking, the stronger the disagreement.

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| **Estimated Time** | 15 minutes |
| **Topic Objective** | Introduce head positions. |
| **Topic Summary** | Head Position  Recognize the meanings behind head movements and positions. |
| **Materials Required** | 02-Head Positions |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet individually. Discuss your answers with the rest of the class. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What does the chin up signal? |

## Translating Gestures into Words

Scientific studies show that the part of the human brain that comprehends words is the same part of the brain that comprehends gestures. Gestures are also called movement clusters because it is more than a body position. We use gestures when we speak, typically hand gestures. They enhance meaning, or can be used by themselves.

**Translations:**

* **Pointing finger**: This is an aggressive movement. When a wink is added, however, it is a positive confirmation of an individual.
* **Finger moves side to side**: This motion acts as a warning to stop something.
* **Finger moves up and down**: This acts as a reprimand or places emphasis on what is said.
* **Thumbs up**: Thumbs up is a sign of approval.
* **Thumbs down**: This is a sign of disapproval.
* **Touch index finger to thumb**: The sign indicates OK.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce gestures. |
| **Topic Summary** | Translating Gestures into Words  Understand basic gestures. |
| **Materials Required** | 03-Gestures |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet individually. Discuss your answers with the rest of the class. |
| **Stories to Share** | Share a humorous story involving hand gestures. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What type of movement is a pointing finger? |

## Open Vs. Closed Body Language

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900354281[1].wmfBody language is often defined as open or closed. Being open or closed has many different causes. Open body language can come from passivity, aggression, acceptance, supplication, or relaxation. Closed body language may be caused by the desire to hide, self-protection, cold, or relaxation.

**Closed body language:**

* **Arms crossed:** This stance is often defensive or hostile.
* **Legs crossed when seated:** Cross legs can indicate caution. One leg over the other at the knee may indicate stubbornness.
* **Arm or object in front of the body:** This can coincide with nervousness and is a form of self-protection.
* **Legs crossed when standing:** This may mean someone is insecure when combined with crossed arms. By itself, it can signal interest.

**Open body language:**

* **Legs not crossed:** This is an open, relaxed position.
* **Arms not crossed:** Open arms indicate openness; although the hands may indicate aggression, supplication, or insecurity, depending on their position.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the difference between open and closed body language. |
| **Topic Summary** | Open Vs. Closed Body Language  Explore open and closed body language postures and causes. |
| **Materials Required** | Flipchart/Marke**r** |
| **Planning Checklist** | None |
| **Recommended Activity** | Model different open and closed postures and have participants interpret them using their current knowledge of body language. Choose someone to keep track of the interpretations on the flipchart. |
| **Stories to Share** | Share a story about a time you saw someone interact badly with a person whose body was closed. |
| **Delivery Tips** | You may want to practice the poses in a mirror ahead of time. |
| **Review Questions** | Give a reason for closed body language? |

## The Eyes Have It

People give a great deal away through their eyes. The eyes are an important factor when reading a person’s body language. When combined with body position, the eyes will provide a more accurate translation of body language.

**Looks:**

* **Looking to the left**: Eyes in this direction can mean someone is remembering something. Combined with a downward look, it indicates the self-communication. When looking up, it means facts are being recalled.
* **Sideways**: Right, is associated with imagination, and may mean a story. Left is accessing memory.
* **Looking to the right**: Looks to the right indicates imagination. It can mean guessing or lying. Combined with looking down, it means there is a self-question. Combined with looking up, it can mean lying.
* **Direct eye contact**: When speaking, this means sincerity and honesty. When listening, it indicates interest.
* **Wide eyes**: Widening eyes signal interest.
* **Rolled eyes**: Rolled eyes mean frustration. They can be considered a sign of hostility.
* **Blinking:** Frequent blinking indicates excitement. Infrequent blinking signals a boredom or concentration, depending focus.
* **Winking:** A wink is a friendly gesture or secret joke.
* **Rubbing eyes:** Rubbing eyes may be caused by tiredness. It can also indicate disbelief or being disturbed.

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| **Estimated Time** | 15 minutes |
| **Topic Objective** | Introduce eye movements. |
| **Topic Summary** | The Eyes Have It  Explore meaning of different looks |
| **Materials Required** | 04-Looks |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet individually. Discuss your answers with the rest of the class. |
| **Stories to Share** | Share an example of a time the look of the eyes prevented a mistake in body language. For example, a wink combined with closed body language. |
| **Delivery Tips** | Break into small groups if you think there is time. |
| **Review Questions** | What is a wink? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC900446006[1].wmfMark is a sales executive who led a meeting hoping to reach new clients and increase his sales. He thought the presentation went well. Many people attending began to nod vigorously. He took this as a sign of agreement and added a few more facts to cement his position, which lengthened the presentation a few minutes. After the presentation, however, only two attendees chose to sign up. Most made comments about being late and promised to meet with him later.

|  |  |
| --- | --- |
| **Estimated Time** | 10 minutes |
| **Topic Objective** | Present the reading body language case study. |
| **Topic Summary** | Case Study  Discuss the reading body language case study. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the results of the case study. |
| **Stories to Share** | Share a personal story about a time you misread body language. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What did the nodding actually mean? |

## Module Three: Review Questions

1. A head positioned forward facing someone indicates \_\_\_\_\_\_.
2. Interest
3. Superiority
4. Approval
5. Disinterest

A head positioned forward indicates interest. The reaction is positive.

1. A head held high can indicate \_\_\_\_\_\_\_\_.
   1. Interest
   2. Superiority
   3. Approval
   4. Disinterest

A head held high can indicate superiority. It may also indicate confidence.

1. What is the signal for OK?
2. Pointed finger
3. Thumbs up
4. Touch thumb and index finger
5. Thumbs down

The thumb and index finger together is the gesture for OK. This is an American gesture.

1. Thumb down is a gesture of \_\_\_\_\_\_.
2. Interest
3. Approval
4. Disinterest
5. Disapproval

Turning the thumb down is a gesture of disapproval. It is the opposite of the thumb up.

1. Crossed arms are an example of \_\_\_\_\_\_\_\_.
2. Closed body language
3. Aggression
4. Open body language
5. Approval

Crossed arms are an example of closed body language. It is not necessarily a negative indicator.

1. Crossed legs while standing combined with crossed arm indicate \_\_\_\_\_\_\_.
2. Interest
3. Insecurity
4. Approval
5. Disapproval

Crossed legs signal insecurity when they are combined with crossed arms. They may indicate interest by themselves.

1. Looks to the right indicate \_\_\_\_\_\_\_\_\_.
2. Memory
3. Sound
4. Thought
5. Imagination

Looking to the right is associated with accessing imagination. It is linked to right brain function.

1. What signals disbelief?
2. Rolled Eyes
3. Blinking
4. Rubbing eyes
5. Winking

Rubbing eyes can indicate disbelief. It also means someone is tired.

1. How many attendees did Mark persuade with his presentation?
2. 0
3. 1
4. 2
5. 3

Mark misinterpreted the body language of the attendees. Only two signed up when he was finished.

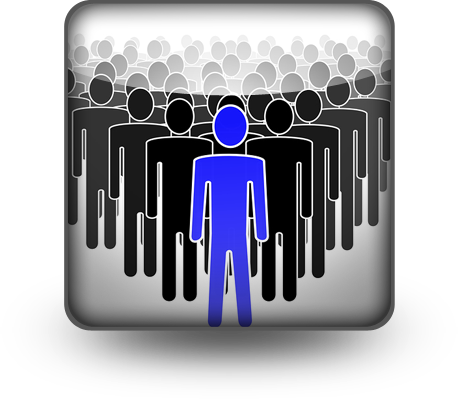
1. Describe the nodding of the attendees?
2. Barely noticeable
3. Shaking
4. Slow
5. Fast

The attendees were nodding vigorously, meaning fast. This indicates impatience.

# US-Jaycees-logo-white-and-greenModule Four: Body Language Mistakes

*The biggest single problem in communication is the illusion it is taking place.*

*George Bernard Shaw*

There are different factors that will create false body language signals. This is why it is so important to examine the positions and gestures as a whole when attempting to interpret body language. To prevent body language mistakes, become aware of these factors and think carefully when reading body language.

## Poor Posture

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900198111[1].wmfPosture can lead to unfair judgments and prejudices. Often, poor posture is seen as a closed body language that people assume is caused by a lack of confidence. There are, however, many different reasons why someone can have poor posture. While it is true that most people can improve on their posture, the changes that can be made to a person’s musculoskeletal structure are limited. Always pay attention to other cues, and do not make rash judgments based solely on posture.

**Some Causes of Poor Posture:**

* **Injury**: Both acute injuries and repetitive motion injuries can alter someone’s posture.
* **Illness**: Autoimmune diseases, such as arthritis, can damage the skeletal structure.
* **Skeletal structure**: Scoliosis and other problems with the spine will affect posture.
* **Temperature**: People may take a closed posture when they are cold.

|  |  |
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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce poor posture. |
| **Topic Summary** | Poor Posture  Understand the importance of accurately reading posture. |
| **Materials Required** | Computer or picture printouts |
| **Planning Checklist** | Find a picture of someone standing with the above posture problems. Also, find a picture of someone standing without confidence. Create a presentation or print the pictures. |
| **Recommended Activity** | Present the pictures to the participants. Ask the class to discuss the similarities and differences between the pictures. |
| **Stories to Share** | Share any personal stories that are relevant to poor posture. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | How do people typically interpret poor posture? |

## Invading Personal Space

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900240341[1].wmfInvading personal space is seen as an act of hostility. Western societies typically use five different zones, depending on the social situations.

**Zones:**

1. **12 feet**: This zone is for the public. The purpose is to avoid physical interaction.
2. **4 feet:** This zone is reserved for social interactions such as business settings. Touching requires the individual to move forward.
3. **18 inches:** This is a personal zone. It allows contact, and it is reserved for friends and family.
4. **6 inches:** This zone is reserved for close relationships. This zone can be invaded in crowds or sports.
5. **0 to 6 inches:** This zone is reserved for intimate relationships.

It is essential to remember that these zones are part of most Western cultures. There are reasons why people will invade personal space that have nothing to do with hostility.

**Personal Space Differences:**

* **Culture**: Each culture has different boundaries and personal space.
* **Background**: Personal history and background will affect an individual’s concept of personal space.
* **Activity**: Some activities require people to work closely. This should be considered before assuming someone is invading personal space.

|  |  |
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| **Estimated Time** | 15 minutes |
| **Topic Objective** | Understand the importance of clarity. |
| **Topic Summary** | Invading Personal Space  Explore personal space. |
| **Materials Required** | 05-Personal Space |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet individually. Share your answers with the small group. Review as a class. |
| **Stories to Share** | Share any personal stories about a time you experienced miscommunication related to personal space. |
| **Delivery Tips** | Skip the class or small group discussion to save time. |
| **Review Questions** | What will affect personal space boundaries? |

## Quick Movements

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900370224[1].wmfQuick movements may be interpreted as a sign of nervousness. They may, however, be used to draw attention to specific information when speaking. Consistent jerking movements, however, do not always indicate nerves or negative emotions. Do not make a snap judgment about quick movements. There are reasons why movements may seem quick or jerking.

**May alter movement:**

* Stress
* Illness
* Exhaustion
* Cold

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| **Estimated Time** | 15 minutes |
| **Topic Objective** | Outline quick movements. |
| **Topic Summary** | Quick Movements  Consider reasons behind quick movements. |
| **Materials Required** | 06-Movement |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the exercise alone. Meet in a small group to discuss your answers. After the small group discussion, review the topic with the class. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Skip the large or small group discussion if you are short on time. |
| **Review Questions** | What will quick movements accomplish when used sporadically? |

## Fidgeting

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900048773[1].wmfMost people fidget from time to time. In interviews and social settings, fidgeting can indicate nervousness, boredom, frustration, stress, or self-consciousness. It is an outlet to release feelings or an attempt at self-comfort. Besides emotions, there are a number of other reasons why people may fidget.

**Other Reasons for Fidgeting**:

* Attention deficit disorder: ADD and ADHD are often accompanied by fidgeting.
* Hormone imbalances: These may be accompanied by nervous energy.
* Blood sugar imbalances: Fidgeting accompanies sugar highs.
* Imbalanced brain chemistry: These may increase tension.
* Medications: Steroids and other medications can cause imbalances

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline fidgeting. |
| **Topic Summary** | Fidgeting  Understand fidgeting. |
| **Materials Required** | 07-Fidgeting |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the exercise alone. Meet in a small group to discuss your answers. After the small group discussion, review the topic with the class. |
| **Stories to Share** | Share a humorous account of a time you or someone you know misunderstood fidgeting. |
| **Delivery Tips** | Skip the large or small group discussion if you are short on time. |
| **Review Questions** | What can fidgeting indicate? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FTRMPN7N\MC900071133[1].wmfSara was not impressed with Jon when she first saw him. His shoulders were hunched over in a closed off position. She went into the interview knowing that it would be a waste of her time. Jon’s head position, however, showed interest. He had an engaging smile and was genuinely interested in the position. Given his skills and complete body language assessment, Sara became more positive about Jon as a candidate. The interview revealed that Jon had worked a manufacturing job where his upper back was injured.

|  |  |
| --- | --- |
| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the case study. |
| **Topic Summary** | Case Study  Discuss body language mistakes. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the case study. What cause Sara’s impression of Jon? |
| **Stories to Share** | None |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | Describe Jon’s posture. |

## Module Four: Review Questions

1. Repetitive motions will \_\_\_\_\_\_\_\_ posture.
2. Create an ill
3. Not affect
4. Injure
5. Improve

Repetitive motion can cause injury. It will injure posture.

1. A closed posture is common when people are \_\_\_\_.
2. Cold
3. Happy
4. Hot
5. Warm

Closed posture is not always negative. It is a natural reaction to the cold.

1. What should be evaluated before assuming someone is invading personal space?
2. Goals
3. Activity
4. Space
5. Relationship

Some activities may force people closer together.

1. What will not affect a person’s concept of personal space?
2. Culture
3. Activity
4. Background
5. Space

Space may be limited, but it does not affect the concept of personal space. The other answers do.

1. What is not a factor that causes quick movements?
2. Illness
3. Activity
4. Exhaustion
5. Cold

Quick movements may be body language indicators. They are also caused by illness, exhaustion, and cold.

1. What do quick movements typically indicate to observers?
2. Activities
3. Deception
4. Nerves
5. Happiness

People typically interpret quick movements as nerves. This may or may not be true.

1. What is not an emotional reason for fidgeting?
2. Nerves
3. Boredom
4. Happiness
5. Frustration

Fidgeting hides emotions. These are typically negative emotions, not happiness.

1. Employees need to be able to communicate their \_\_\_\_\_\_.
2. Requirements
3. Feedback
4. Frustration
5. Needs

Employees should be trained to communicate their needs. This also should include the understanding the resources.

1. What was Sara’s initial impression of Jon?
2. Positive
3. Helpful
4. Negative
5. Optimistic

Sara’s impression was negative. Her first impression was based on his closed body language.

1. What explained Jon’s posture?
2. Injury
3. Illness
4. Age
5. Medication

The case study clearly states this fact.

# US-Jaycees-logo-white-and-greenModule Five: Gender Differences

*a blur of blinks, taps, jiggles, pivots and shifts ... the body language of a man wishing urgently to be elsewhere.*

*Edward R. Murrow*

Not all body language is universal. There are differences in the way that men and women communicate. Body language is often confused between genders. In order to prevent miscommunications, it is important to understand the signals that are common to most people as well as the different signals that men and women communicate with their body language.

## Facial Expressions

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900435608[1].wmfFacial expressions will be explored in a separate module. Men and women share the universal facial expressions, but there are some differences in use and perception. For example, women typically tend to smile more often than men. Women frequently smile to be polite or fulfill cultural expectations. The meanings behind smiles are often misinterpreted. Additionally, people judge the same facial expressions on men and women differently. Women, for example, were thought to be angrier and less happy than men, according to a study published by the American Psychological Association, even though they all had the same facial expressions.

|  |  |
| --- | --- |
| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce facial expressions. |
| Topic Summary | Facial Expressions  Consider preconceived ideas regarding facial expressions in men and women. |
| **Materials Required** | Computer or pictures, Flipchart |
| **Planning Checklist** | Find pictures of men and women exhibiting the same facial expressions. Create a slide show, or bring them to class. |
| **Recommended Activity** | Create a slide show, or bring the pictures to class. Have the students give their immediate responses to the pictures. List these on the flipchart. Discuss how cultural expectations and conditioning can affect perceptions. |
| **Stories to Share** | Tell a story about you or someone you know who was misread because of gender. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What facial expressions do men and women have in common? |

## Personal Distances

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9MJXCRQW\MC900231737[1].wmfPersonal space and personal distance change with each individual. Everyone has his or her own idea of personal distance, which is the comfortable distance that someone wishes to keep from another person. Gender, however, often affects one’s sense of personal distance.

**Men:** Men generally take more space than women, and they employ larger personal distances. Men are less likely to stand close to each other, even when they are all friends. Additionally, they create larger buffer zones using items such as coats, cups, papers, etc. Men usually expect their buffer zones to be respected and do not respond well to someone invading their personal space.

**Women:** Women generally employ smaller personal distances with each other or with male friends. They tend to increase personal distance with strange men. Women also create buffer zones, but they are typically smaller than male buffer zones. Women are more likely to draw back when their zones are invaded, and female buffer zones are not always respected. People are more likely to move a woman’s purse than a man’s coat.

|  |  |
| --- | --- |
| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce personal distance. |
| **Topic Summary** | Personal Distance  Discuss personal distance. |
| **Materials Required** | 08-Personal Distance |
| **Planning Checklist** | None |
| **Recommended Activity** | Work on the exercise alone. Share your observations with the class. |
| **Stories to Share** | Share any relevant stories about personal distances. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What is a buffer zone? |

## Female Body Language

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900440587[1].wmfThere are some subtle differences to note when interpreting female body language. Culture plays a role in what is considered appropriate body language. Female body language changes over time, and it is not universal to all women. There are, however, some basic actions that many women have in common.

**Body Language:**

* **Body Position and posture:** Many women use closed body language. This may stem from a cultural convention to appear smaller. Women, however, will straighten their posture to look more attractive.
* **Leaning:** Women will lean forward when they are interested in something or someone. They lean away when displeased or uncomfortable.
* **Smiling:** We have already mentioned that women are more likely to smile. While it is often a friendly gesture, it is a probably a polite gesture when the eyes are not engaged.
* **Eye contact:** Eye contact indicates interest (either in what is said or the individual). Dilated pupils are another sign of interest.
* **Mirroring:** Women often mirror, or copy, the actions of each other. They will occasionally mirror men.
* **Legs and feet:** The legs and feet typically point in the direction of a woman’s interest. This includes romantic interest.
* **Touching:** Women are more likely to touch each other than men are.
* **Tapping:** Tapping or fidgeting is a sign that a woman is annoyed or uncomfortable.

|  |  |
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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Understand the basics of female body language. |
| **Topic Summary** | Female Body Language  Introduce female body language. |
| **Materials Required** | 09-Female Body Language |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet alone, and discuss your ideas in a small group. Review as a class. |
| **Stories to Share** | Share any personal stories you have regarding misreading female body language. |
| **Delivery Tips** | Choose either a group or class discussion, if you are short on time. |
| **Review Questions** | What is a reason, besides insecurity, why a woman would choose closed body language? |

## Male Body Language

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900440597[1].wmfMale body language is not universal to all men. There are, however, certain aspects of body language that are common to many men. Male body language is often seen as more aggressive and dominating. Women are sometimes encouraged to adapt male body language in the workplace.

**Body Language**:

* **Stance**: Men often choose wide stances to increase their size. Spread legs and a straight back, both sitting and standing, indicates confidence. Closed body language does not.
* **Eye contact:** Men will make eye contact, but eye contact can be seen as a dominating or hostile act when it lasts too long. Occasional eye aversion is normal. Like women, pupils dilate with interest.
* **Mirroring:** Men do not typically mirror each other. They often mirror women to show their interest.
* **Legs and feet:** Like women, the legs and feet typically point in the direction of a man’s interest. This includes romantic interest.
* **Smiling**: Men do not smile as often as women in social settings; their facial expressions are often reserved. They do, however, occasionally use forced smiles. Men often smile when happy or to engage someone’s interest.
* **Hands**: Men are more likely to fidget than women. This is not necessarily a sign of insecurity or boredom, just a way to use energy.

|  |  |
| --- | --- |
| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline male body language. |
| **Topic Summary** | Male Body Language  Draft the first month’s checklist. |
| **Materials Required** | 10-Male Body Language |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet alone, and discuss your ideas in a small group. Review as a class. |
| **Stories to Share** | Share any personal stories you have about misreading female body language. |
| **Delivery Tips** | Choose either a group or class discussion, if you are short on time. |
| **Review Questions** | How is much of male body language seen? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900324538[1].wmfTom was attracted to his coworker Lisa. Lisa always smiled when she saw him come in. She even laughed at his jokes. Tom would spend time in her cubicle, and she never told him to leave. She simply continued working, leaning toward her computer while he talked to her back. Tom was certain that Lisa would go out with him, and one day he asked her. To his surprise, Lisa was annoyed by his request. She told him that she did nothing to encourage his attention and that she would file a harassment report if he asked her out again.

|  |  |
| --- | --- |
| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the case study. |
| **Topic Summary** | Case Study  Discuss the case study. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the results of the case study. What was Tom’s mistake? |
| **Stories to Share** | Share any personal relevant stories |
| **Delivery Tips** | Encourage everyone to participate in the discussion. |
| **Review Questions** | What made Tom think Lisa enjoyed his company? |

## Module Five: Review Questions

1. \_\_\_\_\_ are more likely to smile?
2. Women
3. The old
4. Men
5. The young

Women are more likely to smile than men. Their smiles, however, are often misinterpreted.

1. How are facial expressions between men and women viewed?
2. The same
3. Equally
4. Differently
5. In context

People judge the facial expressions of men and women differently.

1. Women typically have larger personal distances with \_\_\_\_\_?
2. Each other
3. Male strangers
4. Friends
5. Male friends

Women have smaller personal distances with each other. They typically have greater distances with strange men.

1. Whose personal distance is more likely to be respected?
2. A boy’s
3. A woman’s
4. A girl’s
5. A man’s

Women are likely to withdraw when someone violates their personal distance. Men are less likely to do so, and their personal distance is less likely to be invaded.

1. What is signaled when a woman only smiles with her mouth?
2. Politeness
3. Attraction
4. Interest
5. Happiness

Women are more likely to smile than men. A polite smile will only occur at the mouth.

1. A woman is annoyed if she is \_\_\_\_\_?
2. Leaning forward
3. Tapping
4. Smiling
5. Touching

Tapping is an indication that a woman is annoyed. It can also be a sign of boredom.

1. Men are more likely to mirror \_\_\_\_\_\_?
2. Women
3. Each other
4. No one
5. Anyone

Men do not usually mirror each other. They are more likely to mirror women to indicate interest.

1. What can prolonged eye contact indicate?
2. Domination
3. Friendship
4. Interest
5. Boredom

Prolonged eye contact can indicate hostility. It may also communicate the desire to dominate.

1. How you describe Lisa’s smile?
2. Polite
3. Genuine
4. Happy
5. Engaging

Given the result of the case study, Lisa was smiling politely. It is unlikely that her smile was genuine.

1. What indicated that Lisa was not happy with Tom?
2. Leaning away from him
3. Leaning toward him
4. Smiling
5. Laughing

Lisa leaned away from Tom toward her computer. She would lean toward him if she had any interest in him.

# US-Jaycees-logo-white-and-greenModule Six: Nonverbal Communication

*What you do speaks so loud that I cannot hear what you say.*

*Ralph Waldo Emerson*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900435600[1].wmfWe all communicate nonverbally. The image that we project from our nonverbal communication affects the way that our spoken communication is received. While interpreting body language is important, it is equally important to understand what your nonverbal communication is telling others. It takes more than words to persuade others.

## Common Gestures

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900097891[1].wmfMany gestures that we make are unconscious movements or mannerisms. Being aware of what our gestures mean will make us aware of what we communicating. The following list is not comprehensive, but it is a good place to start.

**Unconscious Gestures:**

* **Biting nails**: This may mean insecurity or nerves.
* **Turning away:** Looking away indicates that you do not believe someone.
* **Pulling ears:** Tugging at ears can indicate indecision.
* **Head tilt:** A brief head tilt means interest. Holding a tilt equals boredom.
* **Open palms:** Showing palms is a sign of innocence or sincerity.
* **Rubbing hands together**: Rubbing hands together is a sign of excitement or anticipation.
* **Touching the chin:** This signals that a decision is being made.
* **Hand on the cheek:** Touching the cheek indicates someone is thinking.
* **Drumming fingers:** This is a sign of impatience.
* **Touching the nose:** People often associate touching the nose with lying. It can also signal doubt or rejection.

|  |  |
| --- | --- |
| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce common gestures in nonverbal communication. |
| **Topic Summary** | Common Gestures  Explore different gestures. |
| **Materials Required** | 11-Unconscious Gestures |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet alone, and discuss your ideas in a small group. Review as a class. |
| **Stories to Share** | Share a story about a time your gestures gave the wrong impression. |
| **Delivery Tips** | Skip the small group or class discussion to save time. |
| **Review Questions** | What can it mean when you turn away from someone? |

## The Signals You Send to Others

You are always sending signals to other people. These signals come through body language, voice, appearance, and personal distance.

* **Body language**: Body language includes posture, gestures, and facial expressions.
* **Appearance**: A person’s hygiene and dress send signals to others. People make negative assumptions based on a disheveled appearance.
* **Personal distance**: Too great a personal distance makes people appear cold. On the other hand, not respecting the personal distance of others will have negative consequences.
* **Voice**: Tone is important to the way we communicate. Emotions are conveyed through tone.

|  |  |
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| **Estimated Time** | 10 min |
| **Topic Objective** | Outline the signals that other people pick up on. |
| **Topic Summary** | The Signals You Send to Others  Consider the signals that you send to others. |
| **Materials Required** | 12-Signals |
| **Planning Checklist** | None |
| **Recommended Activity** | Work with a partner. Take turns completing the instructions on the handout. Review as a class after you are done with the assignment. |
| **Stories to Share** | Share that people are typically judged within four seconds of meeting. Reinforce the importance of making a good first impression. |
| **Delivery Tips** | You may need to partner with one of the participants if there is an odd number in the class. |
| **Review Questions** | What are the different signals people send? |

## It’s Not What You Say, It’s How You Say It

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1JXY5E11\MC900197844[1].wmfMiscommunication is a common problem in personal and business relationships. Paying attention to the way that you communicate will help prevent any miscommunications. You must take note of the tone, pitch, and timbre of your voice.

* **Pitch:** People tend to naturally respect deeper voices. High-pitched voices are viewed as a sign of immaturity. Try a lower, even pitch. Even a neutral tone can make a person appear weak or insecure when there is a higher pitch at the end of a statement, like questions have.
* **Speed:** Keep a moderate pace. Speaking too quickly will cause confusion, and speaking too slowing will make it difficult to keep attention.
* **Loudness**: Speak up; quiet voices can be viewed as submissive. Be careful, however, not accidentally yell.
* **Tone**: Tone conveys emotion, so avoid sarcasm and condescension. Vary your tone to prevent boring listeners with a monotone presentation.

|  |  |
| --- | --- |
| **Estimated Time** | 10 min |
| **Topic Objective** | Outline how to speak. |
| **Topic Summary** | It’s Not What You Say, It’s How You Say It  Consider effective ways to communicate when speaking. |
| **Materials Required** | 13-Voice |
| **Planning Checklist** | None |
| **Recommended Activity** | Work with a partner. Take turns completing the instructions on the handout. Review as a class after you are done with the assignment. |
| **Stories to Share** | Share any humorous stories you have concerning vocal communication. |
| **Delivery Tips** | You may need to partner with one of the participants if there is an odd number in the class. |
| **Review Questions** | What is the typical response to a high-pitched voice? |

## What Your Posture Says

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900335572[1].wmfPosture is the basis of body language communication. People respond well to good posture, and having good posture improves physical and emotional health. Slouching is seen as a sign of insecurity or weakness. Confident body language demands good posture.

**Posture Communication:**

* **Standing or sitting erect**: Standing straight communicates confidence. It will also prevent musculoskeletal pain.
* **Hunching over**: This is closed body language and can signal unhappiness or insecurity.
* **Ducking or shrugging the head**: This is a protective or submissive move to appear smaller. It is not equated with confidence.

**Correct Posture:**

* **Stand and sit straight:** Straight posture maintains the natural curve of the spine. This is achieved by pulling in the abdominal muscles, pushing the shoulders back, and lifting the chest.
* **Head position:** Hold the head upright and look to the front. This will protect the natural shape of the neck.
* **Relaxation:** Posture should not be forced or stiff. Someone with straight posture should look and feel relaxed.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce changes in posture. |
| **Topic Summary** | What Your Posture Says  Understand the importance of posture. |
| **Materials Required** | Flipchart/Marker |
| **Planning Checklist** | None |
| **Recommended Activity** | Have someone model the different changes in posture, both sitting and standing. Have the other participants comment on what is being communicated. Also, note other body language cues. List observations on the flipchart. |
| **Stories to Share** | Share any relevant personal stories related to changes in posture |
| **Delivery Tips** | You may want to model the postures yourself. |
| **Review Questions** | What are the steps to correct posture? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900090563[1].wmfA supervisor of Nutime Production consistently has low employee evaluations. Employees felt that he was rude and authoritative. The supervisor attempted to be more careful in his choice of words, and he scheduled an assessment to point out his problem. The assessment showed that the supervisor’s tone often conveyed condescension and sarcasm. Additionally, his body language and gestures indicated impatience and aggression. His nonverbal communication was stronger than his words. The supervisor was assigned a communications course.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the nonverbal communication case study. |
| **Topic Summary** | Case Study  Discuss the importance of nonverbal communication and tone. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss why careful wording was not effective. |
| **Stories to Share** | Have participants share any stories about a time nonverbal communication had a greater influence than what was said. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | Who scheduled the assessment? |

## Module Six: Review Questions

1. What does it mean when someone bites nails?
2. Thought
3. Doubt
4. Insecurity
5. Anticipation

Biting nails can be a sign of insecurity. It may also come from a case of nerves.

1. Tugging on ears can be a sign of \_\_\_\_\_\_\_\_.
2. Insecurity
3. Anticipation
4. Decision
5. Indecision

Tugging on ears is often an unconscious gesture. It indicates indecision.

1. What type of impression does a disheveled appearance make?
2. Negative
3. None
4. Positive
5. Lasting

People judge each other based on appearance. A disheveled appearance usually makes a negative impression.

1. What does a great personal distance indicate?
2. Warmth
3. Friendliness
4. Coldness
5. Confidence

A large personal distance gives a cold, unfriendly impression. It is important, however, to respect the personal distance of others.

1. A person ends a statement on a higher pitch, and it is not a question. What does this signal?
2. Aggression
3. Insecurity
4. Security
5. Strength

Statements that sound like questions do not display confidence. They make individuals sound insecure.

1. Tone should \_\_\_\_\_ when speaking.
2. Stay the same
3. Be sarcastic
4. Be emotionless
5. Vary

Tone should vary slightly when speaking. A single monotone is boring to hear.

1. What does a hunched posture indicate?
2. Aggression
3. Confidence
4. Insecurity
5. Submission

Straight posture increases confidence. People with hunched postures are seen as insecure.

1. The head should be positioned \_\_\_\_\_\_\_.
2. Forward
3. At a tilt
4. Down
5. To the side

The head should be positioned forward. This keeps the neck in alignment.

1. What describes the supervisor’s tone?
2. Confident
3. Monotone
4. Friendly
5. Condescending

The supervisor’s tone was condescending. It was also sarcastic.

1. What describes the supervisor’s gestures?
2. Passive
3. Confident
4. Aggressive
5. Insecurity

The gestures that the supervisor used were seen as aggressive. They were also signs of impatience.

# US-Jaycees-logo-white-and-greenModule Seven: Facial Expressions

*Beauty without expression is boring.*

*Ralph Waldo Emerson*

Facial expressions are an important part of body language. We use our faces to express ourselves, and we all interpret the facial expressions we see. While some facial expressions are cultural, some facial expressions are universal. Understanding the basics of facial expressions and decoding them will help you determine what people are feeling and facilitate better communication.

## Linked with Emotion

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900232276[1].wmfMany scientists agree that facial expressions are linked to emotions. Different feelings create physical responses within the body, and facial expressions are emotional responses to situations. Because of the emotional connection, it is not easy to continually fake facial expressions. A flash of true emotion will typically flicker across the face, even when feelings are kept in check. Not only are emotions shown with facial expressions; the degree of emotion a person feels is visible on the face. For example, you can see the difference between a face that shows sadness and one that shows sorrow.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Describe the connection between emotions and facial expressions. |
| **Topic Summary** | Linked with Emotion  Introduce the emotional aspect of facial expressions. |
| **Materials Required** | Computer or pictures, flipchart |
| **Planning Checklist** | Find pictures of people displaying different emotions and different degrees of each emotion. |
| **Recommended Activity** | Create a slide show, or bring the pictures to class. Have the students give their immediate responses to the emotions of the pictures. List these on the flipchart. Have the participants explain the reasons for their interpretations. |
| **Stories to Share** | Share a story about facial expressions betraying emotions. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What are facial expressions linked to? |

## Micro-Expressions

We all hide negative or unwanted emotions from time to time. We can even mask our facial expressions to fit social situations. Feelings can occasionally slip out in the form of micro-expressions. These brief, involuntary expressions betray emotions, and they typically last 1/25 of a second. For example, someone gives a brief sneer but smiles when running into an acquaintance. Most people do not consciously notice micro-expressions. In fact, roughly ten percent of people will knowingly pick up on the micro-expressions of others.

Most micro-expressions are based on universal facial expressions. Being aware of these facial expressions will make micro expressions easier to catch. Noticing micro-expressions can help determine if someone is lying. It is not foolproof, however. For example, someone can be afraid of being caught in a lie or of not being believed.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Define micro-expressions |
| **Topic Summary** | Micro-expressions  Understand the implications of micro-expressions. |
| **Materials Required** | Computer |
| **Planning Checklist** | A number of videos illustrate micro-expressions. Such as <http://www.youtube.com/watch?v=VBLWh6bbmLE>. Choose a clip. |
| **Recommended Activity** | Show the video clip in the class. Discuss the |
| **Stories to Share** | Share your experiences with micro-expressions. |
| **Delivery Tips** | You may want to skip the review to save time. |
| **Review Questions** | Is interpreting micro-expressions foolproof? |

## Facial Action Coding System (FACS)

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900440639[1].wmfThe Facial Action Coding System (FACS) is a complex system attributed to Dr. Paul Ekman. This system breaks down the muscle movements of micro-expressions into numbered action units (AUs). The muscles that relax or contract with emotion are identified to show the feeling behind each movement of the face. There are AUs identified in the upper and lower face. The meanings behind these involuntary muscle movements are interpreted by the FACS system. The intensity, duration, and asymmetry of expressions are also noted.

**Upper Face:**

* Eyebrows
* Forehead
* Eyelids

**Lower Face:**

* Up/Down
* Horizontal
* Oblique
* Orbital
* Miscellaneous

**Example:**

* An insincere smile will only trigger the zygomatic major muscle. A sincere smile will also include the lower part of the orbicularis oculi.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce the FACS system. |
| **Topic Summary** | FACS  Outline the FACS system. |
| **Materials Required** | Computer or pictures, flipchart |
| **Planning Checklist** | There are a number of images related to FACS online. Choose some images that show micro-expressions, and have the class attempt to interpret them. List their observations on the flipchart. |
| **Recommended Activity** | Complete the exercise individually. Meet with the small group to discuss your schedules. Review as a class. |
| **Stories to Share** | Share that the television show *Lie to Me* is based on Ekman’s research. |
| **Delivery Tips** | You may choose to show a clip from *Lie to Me.* |
| **Review Questions** | What is included in the upper face? |

## Universal Facial Expressions

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FZCJR17Y\MC900435795[1].wmfMany facial expressions are learned from one’s family and culture. There are, however, facial expressions that all people are believed to share in common. These are the universal facial expressions. Success with FACS and interpreting micro-expressions requires an understanding of universal facial expressions. There are different lists of universal facial expressions, but most lists include the same six facial expressions.

**Facial Expressions:**

* **Happiness**: More than a smile is needed to indicate happiness. Genuine happiness should include the eyes. Eyelids crinkle a crow’s feet become visible.
* **Anger**: A frown typically accompanies anger. Additionally, the eyes narrow, the chin points forward, and the eyebrows furrow.
* **Fear**: Wide eyes and slightly raised eyebrows signal fear. The lips may be parted or stretched when the mouth is closed.
* **Surprise:** Surprise is similar to fear. The eyebrows fully raise and the eyes are wide with surprise. The mouth, however, is usually open.
* **Sadness:** The mouth turns down when someone is sad. A crease in the forehead and quivering chin accompany this slight frown.
* **Disgust:** The expression of disgust includes the nose. The nose wrinkles, the lips part, and the eyes narrow.

**Note:** Contempt is not always a universally recognized facial expression. It is useful to recognize, however, and includes a sneer with the side of the mouth elevated.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce universal facial expressions. |
| **Topic Summary** | Universal Facial Expressions  Outline universal facial expressions. |
| **Materials Required** | 14-Universal Facial Expressions |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet. Meet in the small group to discuss the facial expression pictures. Review as a class. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Consider showing a picture to provide an example of each universal facial expression. |
| **Review Questions** | What is not commonly recognized as a universal facial expression? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC900435997[1].wmfJane attended a FACS class to improve hers sales. After the class, she began to close sales quickly. Her sales increased by 20 percent after the first quarter. Jane learned to stop spending time with potential clients who showed contempt and disgust. The skills helped her identify what made clients happy and address potentially difficult situations before anger boiled over. Due to her results, her department invested in further FACS training.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the case study. |
| **Topic Summary** | Case Study  Reinforce the importance of facial expressions. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss how reading facial expressions can improve situations. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate in the discussion. |
| **Review Questions** | Which clients did Jane stop focusing on? |

## Module Seven: Review Questions

1. Facial expressions show \_\_\_\_\_\_\_.
2. Degree of emotion
3. Emotional change
4. Thoughts
5. Motives

Facial expressions show emotion. They also show the degree that the emotion is felt.

1. What is most true about emotions and facial expressions?
2. Facial expressions can always be faked
3. Facial expressions show emotions
4. Facial expressions can never be faked
5. Facial expressions cannot be read

Facial expressions show emotions. They can be faked, but not continually.

1. How long do micro-expressions typically last?
2. .5 second
3. 1 second
4. 1/25 second
5. .25 second

Micro-expressions appear quickly. They typically only last 1/25 of a second.

1. What do micro-expressions typically show?
2. Faked emotions
3. Complex emotions
4. New feelings
5. Universal emotions

Micro-expressions are glimpses of true emotions. They typically show universal emotions.

1. What does FACS break muscle movements into?
2. Action units
3. Autonomic understanding
4. Automatic unit
5. Actions understood

FACS breaks micro-expressions into actions units. These action units are interpreted.

1. What is part of the lower face?
2. Eyes
3. Nose
4. Orbital
5. Eyebrows

Orbital is part of the lower face. The other answers are included in the upper face AUs

1. Eyebrows rise with both fear and \_\_\_\_\_.
2. Anger
3. Surprise
4. Contempt
5. Disgust

Fear and surprise are similar. The eyebrows rise in both fear and surprise.

1. What happens to the chin when someone is angry?
2. Forward
3. Down
4. Straight
5. Tilted

The chin thrusts forward to indicate anger. The eyes also narrow, and the eyebrows furrow.

1. What training did Jane receive?
2. Micro-expression
3. FACE
4. Universal facial expressions
5. FACS

Jane received FACS training. This is the Facial Action Coding System.

1. How much did the Jane’s sales increase?
2. 15 percent
3. 30 percent
4. 20 percent
5. 25 percent

Jane’s sales increased with FACS training. Her sales increased by 20 percent.

# US-Jaycees-logo-white-and-greenModule Eight: Body Language in Business

*The more elaborate our means of communication, the less we communicate.*

*Joseph Priestly*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\9PDUOZYV\MC900233019[1].wmfBody language can provide people in business with a key advantage. Learn how to adjust your body language to each situation, as you identify the needs, thoughts, and feelings of those you do business with every day. A basic understanding of body language will strengthen negotiating strategies and other business tactics.

## Communicate with Power

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FTRMPN7N\MC900324772[1].wmfPowerful communication breeds confidence and respect. It is important that people sense power without aggression. Communicating with power requires practice, but it is an effective business tool.

**Powerful Movements:**

* **Stance**: A wide stance with the feet apart indicates power. Hands on the hips with the elbows out take up more space and also indicates power.
* **Positioning**: Avoid open space at your back. It is known to elevate stress. Open spaces can be used to make others more vulnerable.
* **Walk**: Walk quickly and take long strides. Be careful not to run, and keep the back and neck erect.
* **Handshake**: Offer a firm handshake, and keep the hand vertical. Placing the palm up because it is a submissive gesture. The palm down is a dominating gesture.
* **Sitting**: Sit with the legs slightly apart. Another powerful pose is sitting with one leg crossed over the other and hands behind the head. Be careful, however, because this position makes many women uncomfortable.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Understand what actions communicate power. |
| **Topic Summary** | Communicate with Power  Define powerful movements. |
| **Materials Required** | 15- Power |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet. Meet in the small group to discuss the facial expression pictures. Review as a class. |
| **Stories to Share** | Share a time you found powerful body language to be an advantage. |
| **Delivery Tips** | Skip the class discussion or small group discussion, if necessary. |
| **Review Questions** | What pose makes women uncomfortable? |

## Cultural Differences

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\FTRMPN7N\MC900435049[1].wmfInternational business means working with different cultural backgrounds. While certain expressions are universally recognized, many gestures are cultural. It is essential to research the etiquette and communication style of any culture you do business with ahead of time.

**Examples of Differences:**

* **Feet**: Pointing feet at people or showing the soles of the feet is disrespectful in many Middle East and Asian cultures.
* **Eye contact**: Different cultures view prolonged eye contact as disrespectful.
* **Hand gestures**: Avoid Western hand gestures when communicating with people from different cultures. Many of them, such as thumbs up, are rude.
* **Head**: Individuals from certain parts of India may move their heads to the side when they agree.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Define the impact that cultural differences have. |
| **Topic Summary** | Cultural Differences  Recognize the ways different cultures communicate. |
| **Materials Required** | Flipchart/marker |
| **Planning Checklist** | None |
| **Recommended Activity** | Ask the participants to discuss their experiences working with people from different cultures. Have them describe gestures that are respectful and disrespectful, and list these on the flipchart. |
| **Stories to Share** | Share any cultural gestures that you are familiar with. |
| **Delivery Tips** | Make sure that the participants are respectful of other cultures. |
| **Review Questions** | What should not be shown to clients from the Middle East? |

## Building Trust

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900053932[1].wmfMonitor body language to build trust with business partners. Personal perception builds trust. There are steps that anyone can take to create a rapport of trust.

**Steps:**

* **Remove barriers:** Physical barriers create a defensive line and do not increase trust.
* **Smile:** A genuine smile helps build trust. People can typically pick up on fake smiles, and insincerity does not engender trust.
* **Body position:** Remain relaxed to build trust.
* **Listen:** Active listening and repeating information helps connect with people.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the connection between body language and trust. |
| **Topic Summary** | Building Trust  Recognize the steps to build trust in relationships. |
| **Materials Required** | 16- Build Trust |
| **Planning Checklist** | None |
| **Recommended Activity** | Meet with a partner, and follow the instructions in the handout.  After the exercise, review with the rest of the class. |
| **Stories to Share** | Share a relevant personal story. |
| **Delivery Tips** | Skip the review to save time. |
| **Review Questions** | How should you listen? |

## Mirroring

Mirroring helps build rapport. Mirroring occurs when we copy the movements and gestures of others to show similarities. The perception that people are similar creates trust. Typically mirroring comes easier to women. Women will mirror each other in social settings. Men usually mirror women in romantic situations. In the business setting, consciously mirroring a client or colleague will have dramatic results.

**What to Mirror:**

* **Smile**: Smile when the client does.
* **Height:** Some people mirror height by stooping or stretching their bodies.
* **Gestures:** Copy the gestures used.
* **Speech:** Monitor the tone, pitch, and rhythm the individual uses.
* **Breathe:** Matching breathing rates will help create a bond.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline what expectations should be put in writing. |
| **Topic Summary** | Mirroring  Recognize ways to mirror. |
| **Materials Required** | 17-Mirroring |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the exercise individually and review as a group. |
| **Stories to Share** | Share your favorite mirroring techniques. |
| **Delivery Tips** | You can use a small group discussion if you have time. |
| **Review Questions** | Who mirrors more effectively? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900446008[1].wmfWilliam was in charge of international accounts. He was sure that his ability to read body language would give him an advantage. The company was expanding into Asian markets. At his first meeting, William focused on his body language. He gave the associate his full attention, even pointing his body and feet at the direction of the associate. The meeting did not go as well as expected, and his associate seemed uncomfortable. William researched the cultural conventions of his associate and learned that he was being insulting with his feet. The subsequent meetings were much more effective.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline a case study. |
| **Topic Summary** | Case Study  Discuss communication and culture. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the problem of cultural miscommunication. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What did William want to communicate? |

## Module Eight: Review Questions

1. What describes a powerful walk?
2. Slow
3. Running
4. Quick
5. Leisurely

A powerful walk is quick. It is not, however, a run.

1. Legs need to be \_\_\_\_\_\_ to indicate power.
2. Together
3. Closed
4. Apart
5. Crossed

Legs position is a powerful indicator. A wide stance, both sitting and standing, is powerful.

1. What direction may a client’s head move if he or she is from India?
2. Side
3. Forward
4. Backward
5. Down

Certain parts of India nod their heads from side to side. This is an affirmative action.

1. Hand gestures are \_\_\_\_\_\_\_.
2. Universal
3. Natural
4. Cultural
5. Learned

Hand gestures are cultural. They can mean different things to different people.

1. What type of body position builds trust?
2. Tense
3. Relaxed
4. Authoritative
5. Closed

People pick up on the body language of others. A relaxed manner will put people at ease and build trust.

1. What will decrease trust?
2. Smiles
3. Relaxation
4. Listening
5. Barriers

Barriers indicate someone is defensive. This does not create trust.

1. What is not mirrored in speech?
2. Pattern
3. Tone
4. Pitch
5. Rhythm

The tone, pitch, and rhythm create a vocal pattern. These are mirrored in speech.

1. Mirroring in a business setting is typically a conscious choice for \_\_\_\_?
2. Women
3. CEOs
4. Men
5. Colleagues

Women are more comfortable mirroring each other. Men typically make a conscious effort to mirror in business settings.

1. What was William’s body language really signaling?
2. Interest
3. Disrespect
4. Aggression
5. Respect

William believed that he was showing interest. In reality, he was showing disrespect.

1. What improved the meetings?
2. Time
3. Cultural awareness
4. Personal friendship
5. Powerful body language

William improved the meetings with research. He learned the cultural conventions of his associate.

# US-Jaycees-logo-white-and-greenModule Nine: Lying and Body Language

*You can tell a lot by someone's body language.*

*Harvey Wolter*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900370368[1].wmfBody language can expose deception. Close observation of body language can indicate that someone is hiding something. Be careful about interpreting every action as a lie. A number of factors, including stress and insecurity, will cause suspicious body language. When there are multiple indications of deception in a person’s body language, however, further investigation may be warranted.

## Watch Their Hands

We all communicate with our hands. We can even communicate deception without knowing what we are doing. Several movements can indicate someone is hiding something.

**Hands:**

* **Palms down:** Showing your palms is a sign of sincerity. Keeping the palms down signals that someone is hiding something.
* **Self-touching**: Self-touching may be a calming action, but be alert when someone touches this or her face. Hands at the nose and mouth are often seen as an attempt to hide the spoken lie.
* **Hidden hands**: Hand gestures are a natural part of communication. Many people will suddenly hide their hands when telling lies. Lack of hand movement may also indicate lying.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce signs of lying. |
| **Topic Summary** | Watch Their Hands  Recognize signs of lying in hands. |
| **Materials Required** | 18-Hands |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet. Meet in the small group to discuss the facial expression pictures. Review as a class. |
| **Stories to Share** | Share any personal relevant stories. |
| **Delivery Tips** | You may want to illustrate the different hand gestures. |
| **Review Questions** | What does it mean when someone hides hands? |

## Forced Smiles

We have already mentioned smiling. A forced smile does not reach the eyes. Alone, a forced smile can simply indicate that someone is trying to be polite. Always pay close attention when other deceptive movement clusters accompany a forced smile, as they can add additional proof that a person could be lying.

**Smiles:**

* **Tight smiles:** A tight, thin-lipped smile can indicate that someone is concealing information.
* **Closed mouth:** Genuine smiles are typically open. A closed smile, however, could be an effort to hide bad teeth.
* **Licking lips:** Lying can cause the mouth to dry out. People who lie are more likely to lick their lips after speaking.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce forced smiles. |
| **Topic Summary** | Forced Smiles  Understand the difference between smiles. |
| **Materials Required** | Computer or Pictures, Flipchart |
| **Planning Checklist** | Find pictures of different smiles. Create a computer presentation or print the pictures. |
| **Recommended Activity** | Have the participants look at the different smiles and attempt to interpret them. List their ideas on the flipchart. |
| **Stories to Share** | Share stories about your observation of smiles. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What can forced smiles signal? |

## Eye Contact

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900054980[1].wmfThe eyes are called the “windows to the soul.” The eyes continually communicate feelings. A person’s eye contact can betray that he or she is being deceptive.

**The Eyes:**

* **Little to no eye contact:** A complete lack of eye contact may be an indication that someone is nervous and being deceptive, but it is not always an indication of lying. There could be cultural reasons for this behavior, so always be aware of any outside factors.
* **Looking to the left:** Moving the gaze to the left may indicate deception. It signals the imagination is being engaged. Left-handed individuals will shift their eyes to the right.
* **Unmoving eyes:** Some people who lie can look directly ahead without moving their eyes. They will not always shift their gaze or look away.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Interpret eye contact. |
| **Topic Summary** | Eye Contact  Understand when eye contact can signal lying. |
| **Materials Required** | Computer or Pictures, Flipchart |
| **Planning Checklist** | Find pictures of different eye movements. Create a computer presentation or print the pictures. |
| **Recommended Activity** | Have the participants look at the different eye movements and attempt to interpret them. List their ideas on the flipchart. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What can cause someone not to make eye contact? |

## Changes in Posture

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\1JXY5E11\MC900295309[1].wmfPosture can easily signal when a person is being deceptive. Lying will cause someone to focus more on his or her body language. This can cause people to exercise too much control or shift posture.

**Posture:**

* **Being still:** People who try to control their movements may be very still. Slight changes in positioning are normal. Abnormally still individuals may be hiding something.
* **Extreme changes:** Deception causes anxiety in most people. When body language changes from defensive positions to open, friendly postures. The clumsier these transitions increase the likelihood of deception.
* **Voice and movements do not correspond:** Body language typically reflects the voice and message of a speaker. When this is not the case, lying is indicated. For example, someone uses closed, defensive body language with a friendly tone and interaction.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce changes in posture. |
| **Topic Summary** | Changes in Posture  Understand the importance of posture. |
| **Materials Required** | 19-Posture |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet. Meet in the small group to discuss the answers. Review as a class. |
| **Stories to Share** | Share any relevant personal stories related to changes in posture |
| **Delivery Tips** | You may want to model the postures yourself. |
| **Review Questions** | What is normal in posture changes? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3YJGCFYP\MC900294951[1].wmfSusan has to choose between two qualified candidates to run the new office for DEF Corporation. Both have the experience and skills necessary. Susan needs to give the job to someone she can trust because they will be working closely together. She knows from experience that it is possible for people to pass an interview with flying colors by being less than honest. She has regretted more than one hiring decision. To prepare, she brushed up on her body language.

In the first interview, she noted that the candidate looked forward without moving her eyes when asked about her relationships with her coworkers. Additionally, the tone of her voice did not match the closed body language. The second candidate matched her body language with her tone. She also had an open smile when answering questions about her past interpersonal relationships.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline a lying case study. |
| **Topic Summary** | Case Study  Discuss the indications of lying. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the results of the case study. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What did she do to prepare? |

## Module Nine: Review Questions

1. What does showing palms signal?
2. Deception
3. Submission
4. Authority
5. Sincerity

Showing the palms is a sign of sincerity. Palms down are a sign of deception.

1. Where will hands go when someone is lying?
2. Side
3. Lap
4. Face
5. Together

People conceal facial expressions when they lie. They do this by touching their faces.

1. What is someone likely to do after a lie?
2. Smile
3. Lick lips
4. Laugh
5. Frown

The mouth may dry out with deception. This will cause people to lick their lips.

1. What is another reason for a closed smile that does not signal a lie?
2. Nerves
3. Hide teeth
4. Authority
5. Passivity

People may not show their teeth when they lie. They could also be hiding dental problems.

1. What direction will eyes look if someone is left-handed and using imagination?
2. Up
3. Right
4. Down
5. Left

Right-handed people typically look left when lying. Left-handed individuals will look right.

1. What is a sign that direct eye contact indicates a lie?
2. When it is unmoved
3. When it glances
4. When looks up
5. When there are many changes

People can lie and make eye contact. They will not change their focus when lying.

1. Deception is indicated when posture changes are \_\_\_\_\_\_.
2. Natural
3. Relaxed
4. Clumsy
5. Smooth

Anxiety can cause clumsiness. Clumsy posture changes can indicate deception.

1. What does extreme stillness indicate?
2. Honesty
3. Deception
4. Submission
5. Authority

Movement is normal. Extreme stillness is a sign of deception.

1. What sign did the second candidate give?
2. Unmoving eye contact
3. Tone did not match body language
4. Closed body language
5. Tone matched body language

The second candidate was more impressive. Her tone matched her body language.

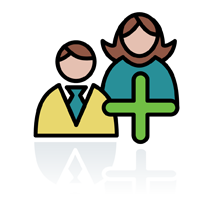
1. What sign did the first candidate give?
2. Tone matches body language
3. Unmoving eyes
4. Open smile
5. Shifting eyes

The first candidate showed signs of deception. Her eyes did not move when answering questions.

# US-Jaycees-logo-white-and-greenModule Ten: Improve Your Body Language

*Our bodies are apt to be our autobiographies.*

*Frank Gilete Burgess*

People make snap judgments about each other based on body language. It is possible to improve your body language and the way that others view you. Give an air of confidence when meeting with colleagues and potential clients. Understanding the subtleties of body language makes it easier to improve your own. Simply pay attention to what you say and do.

## Be Aware of Your Movements

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900197717[1].wmfIt is important to be aware of your movements and what they mean. The best way to do this, however, is to make sure that the movements are genuine. Faked body language typically looks disjointed and unnatural. People can subconsciously pick up on these movements.

**Tips:**

* **Relax:** Try to relax and implement open body language. This will help prevent any nervous body signals.
* **Watch your hands:** Use comfortable gestures when talking. Do not hide your hands, and try to avoid fidgeting or touching your face.
* **Eye contact:** Maintain eye contact, but do stare at people.
* **Smile:** Avoid fake smiles. Give genuine smiles to instill trust.
* **Watch your head:** Look ahead; tilting is submissive. Nod occasionally to signal your interest.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Learn to pay attention to your own movements. |
| **Topic Summary** | Be Aware of Your Movements  Recognize your body movements. |
| **Materials Required** | 20-Relaxation |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet. Meet in the small group to discuss the answers. Review as a class. |
| **Stories to Share** | Share how you remain aware of your body language. |
| **Delivery Tips** | Skip the class or group discussion, if necessary. |
| **Review Questions** | What does a head tilt signal? |

## The Power of Confidence

Improve body language by increasing personal confidence. Everyone has a personal level of confidence that is evident in body language. There are simple ways that can help improve confidence and body language.

**Tips:**

* **Exercise:** A strong body will boost personal confidence. It can also improve posture.
* **Dress:** Our appearance affects our confidence. Dressing well will help improve our self-esteem.
* **Posture:** An open posture will induce confidence. It will also improve the way others see you.
* **Speech:** Speak in a confident tone to increase your feelings of confidence. Do not mumble.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the power of confidence. |
| **Topic Summary** | The Power of Confidence  Recognize ways to boost confidence. |
| **Materials Required** | 21-Confidence |
| **Planning Checklist** | None |
| **Recommended Activity** | Meet with a partner, and follow the instructions in the handout. After the exercise, review with the rest of the class. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Skip the review to save time. |
| **Review Questions** | What will exercise do? |

## Position and Posture

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900020743[1].wmfPosture and body position are effective forms of communication. Pay attention to your position and posture and think about what they are communicating.

* **Posture:** Straight posture automatically increases confidence and alertness. Avoid slouching, but remain relaxed.
* **Position:** Open body positions communicate a relaxed and confident demeanor. Closed body positions indicate defensiveness.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Consider posture and body positions. |
| **Topic Summary** | Position and Posture  Practice position and posture. |
| **Materials Required** | Flipchart/Marker |
| **Planning Checklist** | None |
| **Recommended Activity** | Have volunteer’s model different positions as well as weak and strong posture. Ask the class to critique the volunteers and assess what it communicates. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | Define correct posture. |

## Practice in a Mirror

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900198117[1].wmfPractice is the key to success. Many people have poor body mechanics. They do not realize the mechanics alter their posture or positions. Practicing body language in front of a mirror will give an accurate evaluation of what you are communicating.

**What to Practice:**

* **Note your posture:** Pay attention to any tendencies to slouch or hunch over. Practice your posture until it is correct.
* **Note your gestures:** Identify any nervous gestures you use, and consciously try to avoid them.
* **Practice talking:** Your tone should match your gestures and body language.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce practicing. |
| **Topic Summary** | Practice in a Mirror  Discuss what to practice. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Break into pairs. Give each other constructive criticism on what to practice. Be constructive, not critical. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Give helpful tips to the pairs. |
| **Review Questions** | Where body language should be practiced? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MP321RS9\MC900233141[1].wmfA CEO had difficulty with his public image. This caused the stock price to drop. His assistant suggested that he take the time to improve his body language. The CEO began exercising and taking the time to relax. In addition, he took the time to practice his body language in the mirror on a daily basis. As his posture and body language improved, so did his public image. People began to view him as a strong leader, and the stock price doubled the next year.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline the case study. |
| **Topic Summary** | Case Study  Discuss ways to improve body language. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the results of the case study. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What was the problem? |

## Module Ten: Review Questions

1. What will prevent nervous body language?
2. Smiles
3. Gestures
4. Practice
5. Relaxation

Nervous body language is not beneficial. Relaxing will help prevent nervous body language.

1. What will signal interest?
2. Shaking head
3. Being still
4. Occasional nodding
5. Smile

Occasional nodding will signal interest. Too much nodding is distracting.

1. What will improve self-esteem?
2. Relaxation
3. Dressing well
4. Smiling
5. Tone

Dressing well will improve self-esteem. This will boost confidence.

1. What does not improve confidence?
2. Mumbling
3. Posture
4. Exercise
5. Appearance

Speaking well improves confidence. Mumbling does not help confidence.

1. What type of posture should be avoided?
2. Slouching
3. Straight
4. Relaxed
5. Closed

Posture is important to the way we communicate. Slouching should be avoided.

1. What will posture improve?
2. Strength
3. Communication
4. Alertness
5. Understanding

Correct posture increases alertness. This will also improve confidence.

1. What will poor body mechanics affect?
2. Age
3. Strength
4. Posture
5. Speaking

Poor body mechanics affect posture. This will affect body language.

1. What should be avoided?
2. Open communication
3. Nervous gestures
4. Honest communication
5. Relaxation

Nervous gestures can be identified. They should then be avoided.

1. What caused the price of the stock to drop?
2. Body language
3. Disasters
4. Poor communication
5. Public image

The stock price dropped because of public image. The CEO worked on his body language to improve his image.

1. What happened to the stock after the CEO worked on his body language?
   1. Nothing
   2. Doubled
   3. Slightly improved
   4. Dropped

The stock doubled after the CEO worked on his body language. This improved his public image.

# US-Jaycees-logo-white-and-greenModule Eleven: Matching Your Words to Your Movement

*…80% of what you understand in a conversation is read through the body, not the words.*

*Deborah Bull*

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC900365666[1].wmfThe key to instilling trust is matching body language to the words spoken. Movements will confirm or contradict what is said. Gestures will easily match what is said if the words reflect genuine feeling. Emotional awareness is necessary to communicate exactly what you mean. Unresolved emotions can affect body language.

## Involuntary Movements

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900446382[1].wmfWe do not control our involuntary movements. Emotions can affect our breathing, posture, gestures, and micro-expressions. People subconsciously pick up on involuntary movements, particularly when they contradict what is said. For example, increased respiration can indicate stress or anxiety. When practicing body language, be aware of involuntary movements. Reducing stress and finding healthy ways to express emotion will help limit involuntary movements.

**Ways to reduce stress:**

* Exercise
* Meditation
* Sufficient sleep
* Journaling
* Healthy diet

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Understand the effect of involuntary movements. |
| **Topic Summary** | Involuntary Movements  Recognize the link between stress and body language. |
| **Materials Required** | 22-Stress |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet. Meet in the small group to discuss the answers. Review as a class. |
| **Stories to Share** | Give your favorite tips for reducing stress. |
| **Delivery Tips** | Skip the class or group discussion, if necessary. |
| **Review Questions** | What affects involuntary movement? |

## Say What You Mean

Deception is often part of polite communication. This will affect body language and movement. Communication is much more effective when you say what you mean. You should always practice being respectful and honest in your speech.

**Honest Communication:**

* **Be specific:** Stick to the facts when communicating. Do not rely on your emotions.
* **Self-edit:** Choose language that is not confrontational.
* **Have a goal:**  Know the point of your communication, and do not ramble.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce honest communication. |
| **Topic Summary** | Say What You Mean  Understand how to communicate honestly. |
| **Materials Required** | 23-Honesty |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the worksheet. Meet in the small group to discuss the answers. Review as a class. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Skip the small group discussion to save time. |
| **Review Questions** | What is effective communication? |

## Always Be Consistent

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\31B2RP17\MC900282914[1].wmfDependable communication creates trust. The key is to be consistently honest and open when communicating with others. Here are a few tips that will improve your communication style and increase consistency.

* **Speak plainly**: Avoid complex terms, and define any new terms used.
* **Listen:** Invite feedback and clarify information when necessary.
* **Adapt:** Pay attention to the body language and tone of others, and respond appropriately.
* **Be open:** Be open and honest in what is said and in your body language.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Introduce consistency. |
| **Topic Summary** | Informal Feedback  Recognize consistent communication. |
| **Materials Required** | Flipchart/Marker |
| **Planning Checklist** | None |
| **Recommended Activity** | Make a list of the most annoying terms that people use to sound intelligent on the flipchart, and brainstorm easier ways to communicate the information. |
| **Stories to Share** | Share the complicated terms that you find most distracting. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What should consistent communication be? |

## Actions Will Trump Words

C:\Program Files (x86)\Microsoft Office\MEDIA\CAGCAT10\j0233018.wmfPeople pay more attention to actions than words. We typically make decisions about someone within four seconds of a meeting. This is largely based on body language and behavior. If your body language is hostile, it does not matter how kind your words or tone are. Be aware of what your actions and gestures are communicating to those around you. Practice your body language skills and decode the body language of others:

**What People Decide?**

* Intelligence
* Trustworthiness
* Likability
* Decision to buy

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Compare actions to words. |
| **Topic Summary** | Actions Will Trump Words  Consider that effect of actions on decisions. |
| **Materials Required** | 24-Traits |
| **Planning Checklist** | None |
| **Recommended Activity** | Complete the exercise individually. Review as a class |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Add a small group discussion if you have time. |
| **Review Questions** | When do we typically make decisions about people? |

## Case Study

C:\Users\Darren\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39XQYYJK\MC900440259[1].wmfSteve had a busy schedule, and he was under a great deal of stress. Rather than helping his sales, the extra work was hindering them. His sales dropped five percent over three months. His body language was affected by the stress on his system. A colleague advised Steve to make stress reduction a priority. Steve made a healthy lifestyle a priority. After eating well, exercising, and taking time to sleep, Steve’s confidence and body language improved. He was more influential with new clients, and his sales increased by 15 percent six months later.

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| **Estimated Time** | 10 minutes |
| **Topic Objective** | Outline a feedback case study. |
| **Topic Summary** | Case Study  Discus feedback. |
| **Materials Required** | None |
| **Planning Checklist** | None |
| **Recommended Activity** | Discuss the results of the case study. |
| **Stories to Share** | Share any relevant personal stories. |
| **Delivery Tips** | Encourage everyone to participate. |
| **Review Questions** | What affected Steve’s body language? |

## Module Eleven: Review Questions

1. What is not a way to reduce stress?
2. Exercise
3. Journal
4. Diet
5. Communication

Communication can be stressful. The other answers are tips to reduce stress.

1. What can affect gestures?
2. Actions
3. Communication
4. Emotions
5. Movement

Emotions influence involuntary movements. This affects gestures.

1. What should be addressed when communicating?
2. Meetings
3. Facts
4. Sentiment
5. Emotions

Communication is effective when it is factual. Emotions can create miscommunications.

1. What is important to know before communicating?
2. Goal
3. Feelings
4. Language
5. Emotions

There should be a goal for communication to be effective. This prevents rambling.

1. Honesty must be perceived in the words and \_\_\_\_\_\_\_.
2. Body language
3. Actions
4. Emotions
5. Language

Honesty should be consistent communication. This should be noticeable in the words and the body language.

1. Responses should be guided by \_\_\_\_\_\_.
2. Personal tone
3. Emotions
4. Body language of others
5. Instinct

Responses should be guided by the body language of others. Part of being consistent is avoiding unnecessary miscommunications and confrontations.

1. What is more effective at communicating?
2. Words
3. Body language
4. Language
5. Feelings

People base their evaluations on body language. This makes more of an impression than words.

1. Body language and \_\_\_\_\_ determine how we view people.
2. Instinct
3. Feelings
4. Words
5. Behavior

We make decisions about people within four seconds. These are based on body language and behavior.

1. Steve’s sales initially dropped \_\_\_\_\_.
2. 5 percent
3. 15 percent
4. 10 percent
5. 20 percent

Steve’s sales initially dropped 5 percent. This came with an increase in stress.

1. How much did his sales increase?
2. 10 percent
3. 15 percent
4. 30 percent
5. 40 percent

Sales later increased 15 percent. The increase occurred after he began to relax and improve his body language.

# US-Jaycees-logo-white-and-greenModule Twelve: Wrapping Up

*If you don’t understand that you work for your mislabeled subordinates, then you know nothing of leadership. You know only tyranny.*

*Dee Hock*

Although this workshop is coming to a close, we hope that your journey to improve your body language skills is just beginning. Please take a moment to review and update your action plan. This will be a key tool to guide your progress in the days, weeks, months, and years to come. We wish you the best of luck on the rest of your travels!

## Words from the Wise

**MC900370486[1]**Include some quotes to wrap up the day.

* **Terry Galloway**: Deafness has left me acutely aware of both the duplicity that language is capable of and the many expressions the body cannot hide.
* **Dale Carnegie:** There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it.
* **Ralph Waldo Emerson**: When the eyes say one thing, and the tongue another, a practiced man relies on the language of the first.

## Review of Parking Lot

Review the items on the parking lot. Some items may need one-to-one participant follow up. You may be able to clear other items up now. Follow-up workshops may even be appropriate.

## Lessons Learned

* Definition of body language.
* Understanding how to interpret body language.
* Recognizing common body language mistakes.
* Practicing reading the body language of others.
* Understanding what your own body language is saying.
* Improving your own body language.

## Completion of Action Plans and Evaluations

Do a quick round robin and ask everyone to share one thing that they learned today. Then, ask the participants to make sure their action plans and evaluations are complete.

If possible, ask participants to buddy up and set up a follow-up system, so that they can check up on each other in the coming days, weeks, and months. If appropriate, provide your contact information in case they have any questions.