BODY LANGUAGE – BEYOND WORDS
Objectives

• Understand the importance of body language
• Learn what body parts send what sort of messages
• Awareness and practice
What is Non-Verbal Communication?

- Communicating without words
- Dictates up to 65% of conversation
- “Tells” – Reveals true feelings
- Everything must be considered in context
  - i.e. Licking your lips

- Posture/ Stance
- Gestures
- Facial Expression
- Clothing, Jewelry, Hairstyle, Tattoos
What Your Body Can Say

LEGS AND FEET

• “Dancing Feet” – Bouncing or wiggling feet
  o Excited about something positive?
  o Impatient or bored?
  o Nervous or stressed?

• Direction of Feet
  o People speak toe to toe
  o Point our feet toward things we like, away from things we don’t

• Leg Crossing
  o Toward the person we favor

• “Splayed” Feet (Further Apart, Larger Stance)
  o Can indicate defensiveness, marking territory

• Intention Movements
  o i.e. putting both hands on knees signals “I'm ready to go”
What Your Body Can Say

TORSO

• Lean – instinctively move away from things that make us uncomfortable
• Shoulder Shrug – indicates uncertainty
• “The Turtle” – Shoulders move up towards ears, neck disappears – can indicate guilt, discomfort, upset
What Your Body Can Say

ARMS

• Behind Back – The “Regal” Stance – Used to keep one’s distance
• On Hips, Fingers Forward – Territorial display, establish dominance
• On Hips, Fists – Sign of defiance, disrespect
• On Hips, Fingers Backward – More friendly, less authoritarian
What Your Body Can Say

FACE

- Eyes, Lips
- Micro Expressions
- Can use facial cues to read emotions
What Have You Learned?

- The body can reveal a great deal about disposition
- Watch closely for non-verbal cues in interactions
- Remember to consider context before jumping to conclusions
- Use knowledge of body language to clarify, ask questions, and communicate more clearly
Your Kepro EAP

- EAP Services available to employees, any household members and dependents
- Confidential
- EAP Counselors available 24/7/365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year
- Management Consultations
- Financial/Legal Consultation and Referral Service
- Work/Life & Convenience Services
- [https://sowi.mylifeexpert.com](https://sowi.mylifeexpert.com) Company code: SOWI
Questions & Answer

Body Language – Beyond Words
Please complete a training evaluation!

https://app.smartsheet.com/b/form/dacb2d9b38564db4af5ab5ab8426d91ad6

Thank you!