



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
 - Excited about something positive?
 - Impatient or bored?
 - Nervous or stressed?
- Direction of Feet
 - People speak toe to toe
 - Point our feet toward things we like, away from things we don't
- Leg Crossing
 - Toward the person we favor
- “Splayed” Feet (Further Apart, Larger Stance)
 - Can indicate defensiveness, marking territory
- Intention Movements
 - 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 Kepto EAP

- EAP Services available to employees, any household members and dependents
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- EAP Counselors available 24/7/365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year
- Management Consultations
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- <https://sowi.mylifeexpert.com> Company code: SOWI



Questions & Answer

Body Language – Beyond Words

**Please
complete
a training
evaluation!**



<https://app.smartsheet.com/b/form/dacb2d9b38564db4afb5ab8426d91ad6>

Thank you!