



Body Language Basics

GLOBAL COURSEWARE

Getting Started

Body language is a form of communication, and needs to be practiced like any other form of communication.

Workshop Objectives



- Define body language
- Understand the benefits of interpreting body language
- Recognize common mistakes when interpreting body language
- Practice your body language skills

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The body never lies.

Martha Graham

MODULE TWO

Communicating with Body Language

We are constantly communicating, even when we are not speaking.

It affects our work and personal relationships.



Learning a New Language

Set Goals

Devote time to learning

Practice daily

Enjoy the process

The Power of Body Language

- It is honest
- Creates self-awareness
- Understand feelings





More than Words

- Proximity
- Positioning
- Facial expression
- Touching
- Breathing

Actions Speak Louder than Words

Our impressions of each other are based on more than words.

The actions that we take are stronger than our words.



Practical Illustration



- Learning a New Language
- The Power of Body Language
- More Than Words
- Actions Speak Louder Than Words

Module Two: Review Questions

1. Goals should be _____.

A. Concurrent

B. Compatible

C. Revised

D. Realistic

Module Two: Review Questions

2. How often should body language be practiced?

A. Hourly

B. Weekly

C. Daily

D. Monthly

Module Two: Review Questions

3. What does body language NOT improve?

A. Sight

B. Listening

C. Success

D. Understanding

Module Two: Review Questions

4. What should provide cues to your communication?

A. Your own feelings

B. Feelings of others

C. The tone of voice

D. The truth

Module Two: Review Questions

5. What is the term for the distance between people?

A. Respiration

B. Proximity

C. Positioning

D. Screening

Module Two: Review Questions

6. What is NOT included in touching?

A. Self

B. Others

C. Positioning

D. Objects

Module Two: Review Questions

7. _____ makes a lasting impression.

A. Body language

B. Words

C. Appearance

D. Clothing

Module Two: Review Questions

8. Body language can communicate _____.

A. Experience

B. Estimation

C. Expectations

D. Deception

Module Two: Review Questions

9. What is an unacceptable form of body communication?

A. Yelling

B. Aggression

C. Eye rolling

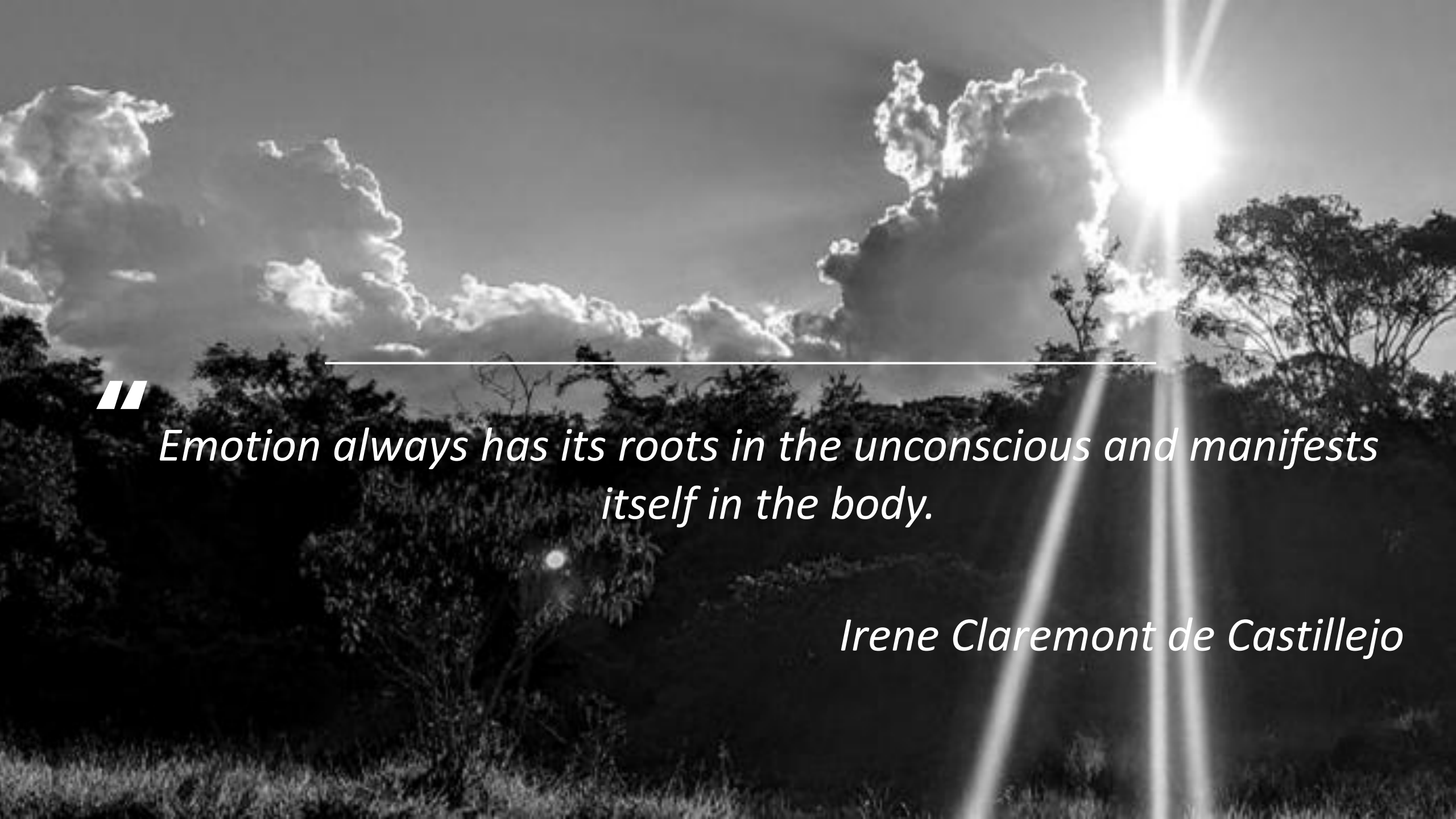
D. All of the above

Module Two: Review Questions

10. Learning to interpret body language is a difficult process.

A. True

B. False



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

Irene Claremont de Castillejo

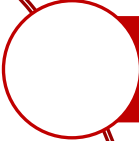
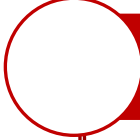
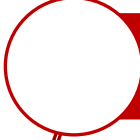
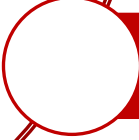
MODULE THREE

Reading Body Language

Actively reading body language will provide valuable insight and improve communication.



Head Position

-  Nodding
-  Tilted
-  Forward
-  Shaking

Translating Gestures into Words

- Pointing finger
- Finger moves side to side
- Thumbs up
- Thumbs down





Open Vs. Closed Body Language

- Arms crossed
- Legs crossed when seated
- Arm or object in front of the body
- Legs not crossed
- Arms not crossed

The Eyes Have It

- Direct eye contact
- Wide eyes
- Rolled eyes
- Blinking



Practical Illustration



- Head Position
- Translating Gestures Into Words
- Open vs. Closed Body Language
- The Eyes Have It

Module Three: Review Questions

1. A head positioned forward facing someone indicates _____.

A. Interest

B. Superiority

C. Approval

D. Disinterest

Module Three: Review Questions

2. A head held high can indicate _____.

A. Interest

B. Superiority

C. Approval

D. Disinterest

Module Three: Review Questions

3. What is the signal for OK?

A. Pointed finger

B. Thumbs up

C. Touch thumb and index finger

D. Thumbs down

Module Three: Review Questions

4. Thumb down is a gesture of _____.

A. Interest

B. Approval

C. Disinterest

D. Disapproval

Module Three: Review Questions

5. Crossed arms are an example of _____.

A. Closed body language

B. Aggression

C. Open body language

D. Approval

Module Three: Review Questions

6. Crossed legs while standing combined with crossed arm indicate _____.

A. Interest

B. Insecurity

C. Approval

D. Disapproval

Module Three: Review Questions

7. Looks to the right indicate _____.

A. Memory

B. Sound

C. Thought

D. Imagination

Module Three: Review Questions

8. What signals disbelief?

A. Rolled eyes

B. Blinking

C. Rubbing eyes

D. Winking

Module Three: Review Questions

9. Actively reading body language will provide _____.

A. Better communication

B. Insight

C. A and B

D. Neither A nor B

Module Three: Review Questions

10. Widening eyes signal_____.

A. Fear

B. Uncertainty

C. Disbelief

D. Interest



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

George Bernard Shaw

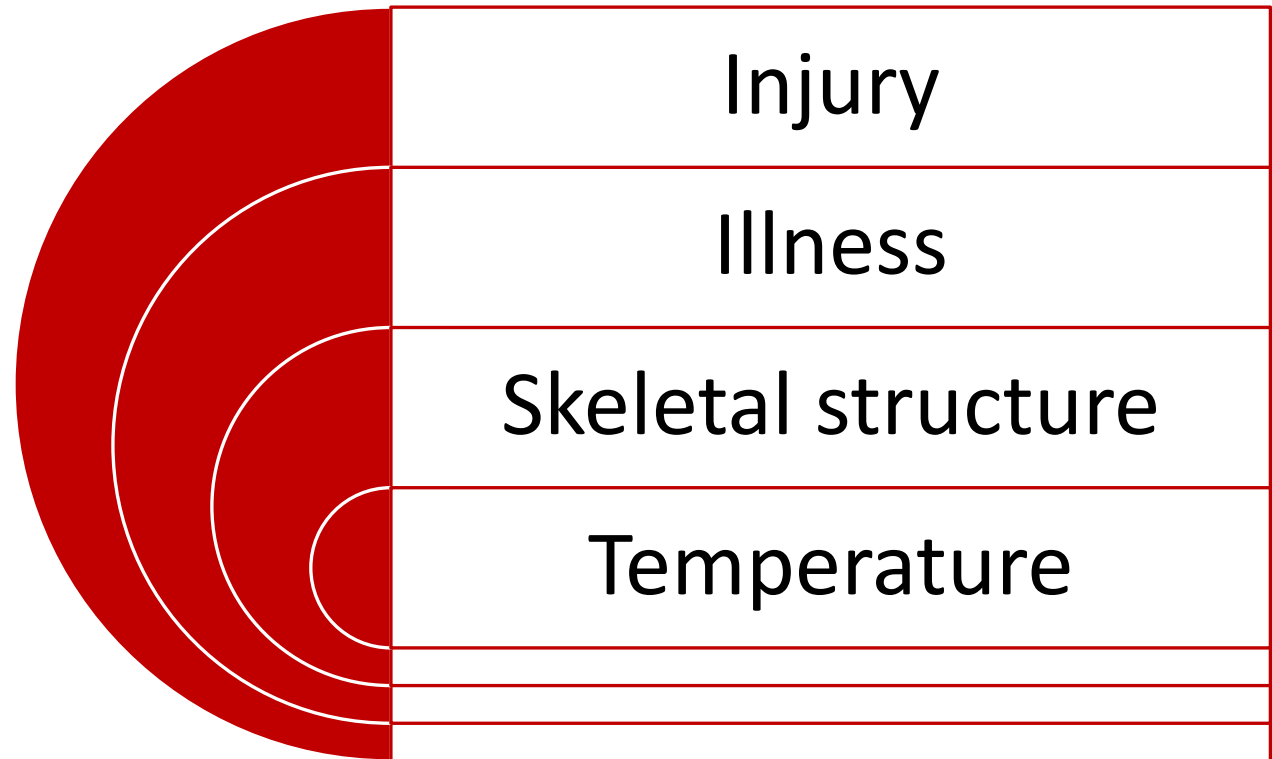
MODULE FOUR

Body Language Mistakes

It is so important to examine the positions and gestures as a whole when attempting to interpret body language.



Poor Posture



Invading Personal Space

- Culture
- Background
- Activity





Quick Movements

Stress

Illness

Exhaustion

Cold

Fidgeting

Fidgeting can indicate nervousness, boredom, frustration, stress, or self-consciousness.



Practical Illustration



- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting

Module Four: Review Questions

1. Repetitive motions will _____ posture.

A. Create an ill

B. Not affect

C. Injure

D. Improve

Module Four: Review Questions

2. A closed posture is common when people are ____.

A. Cold

B. Happy

C. Hot

D. Warm

Module Four: Review Questions

3. What should be evaluated before assuming someone is invading personal space?

A. Goals

B. Activity

C. Space

D. Relationship

Module Four: Review Questions

4. What will not affect a person's concept of personal space?

A. Culture

B. Activity

C. Background

D. Space

Module Four: Review Questions

5. What is not a factor that causes quick movements?

A. Illness

B. Activity

C. Exhaustion

D. Old

Module Four: Review Questions

6. What do quick movements typically indicate to observers?

A. Activities

B. Deception

C. Nerves

D. Happiness

Module Four: Review Questions

7. What is not an emotional reason for fidgeting?

A. Nerves

B. Boredom

C. Happiness

D. Frustration

Module Four: Review Questions

8. Employees need to be able to communicate their _____.

A. Requirements

B. Feedback

C. Frustration

D. Needs

Module Four: Review Questions

9. What type of illness can affect posture?

A. Arthritis

B. The flu

C. A and B

D. Neither A nor B

Module Four: Review Questions

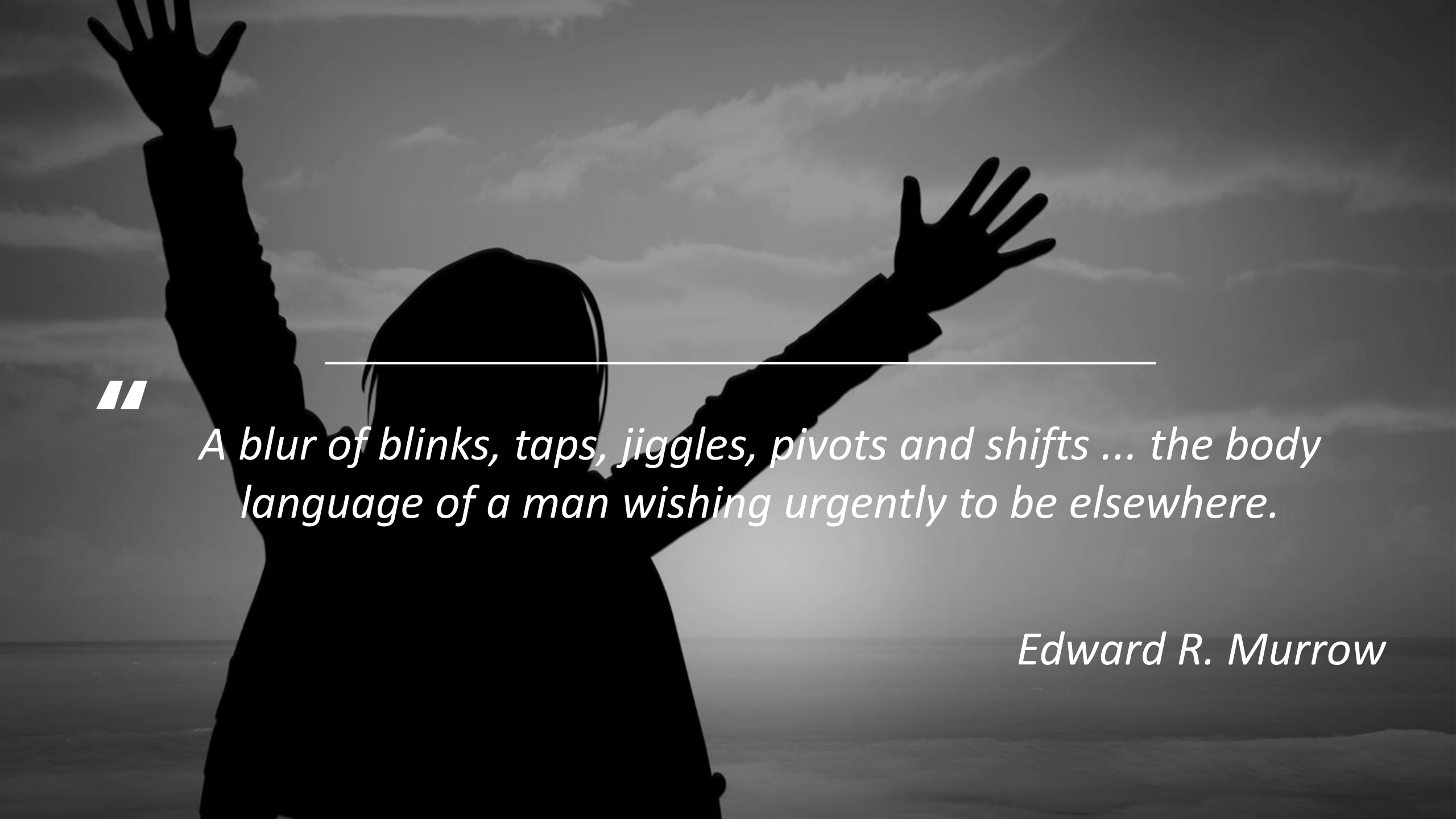
10. Which is a potential reason for fidgeting?

A. ADD

B. Blood sugar imbalance

C. Medication

D. All of the above

A black and white photograph showing the silhouette of a person from the back, with their arms raised high in the air. The person is standing against a background of a cloudy sky and a body of water. The lighting is dramatic, with the person's silhouette being dark against the lighter sky.

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

Edward R. Murrow

MODULE FIVE

Gender Differences

Body language is not universal; different genders may communicate in different manners.



Facial Expressions

Some people smile to be polite or fulfill cultural expectations. The meanings behind smiles are often misinterpreted.

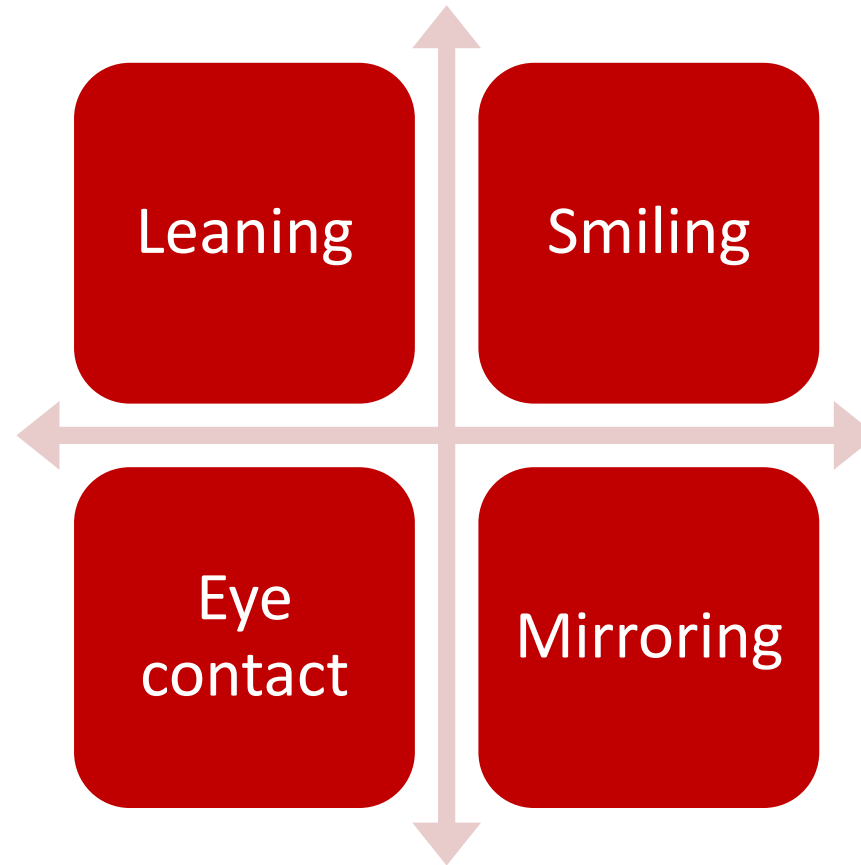
Personal Distance

Everyone has their own idea of personal distance; a comfortable distance that they wish to keep from another person.





Female Body Language



Male Body Language

There are certain aspects of body language that are common to many men.



Practical Illustration



- Facial Expressions
- Personal Distance
- Female Body Language
- Male Body Language

Module Five: Review Questions

1. _____ are more likely to smile?

A. Women

B. The old

C. Men

D. The Young

Module Five: Review Questions

2. How are facial expressions between men and women viewed?

A. The same

B. Equally

C. Differently

D. In context

Module Five: Review Questions

3. Women typically have larger personal distances with _____.

A. Each other

B. Male strangers

C. Friends

D. Male friends

Module Five: Review Questions

4. Whose personal distance is more likely to be respected?

A. A boy's

B. A woman's

C. A girl's

D. A man's

Module Five: Review Questions

5. What is signaled when a woman only smiles with her mouth?

A. Politeness

B. Attraction

C. Interest

D. Happiness

Module Five: Review Questions

6. A woman is annoyed if she is _____?

A. Leaning forward

B. Tapping

C. Smiling

D. Touching

Module Five: Review Questions

7. Men are more likely to mirror _____?

A. Women

B. Each other

C. No one

D. Anyone

Module Five: Review Questions

8. What can prolonged eye contact indicate?

A. Domination

B. Friendship

C. Interest

D. Boredom

Module Five: Review Questions

9. The level of comfortable _____ and _____ change with each individual.

A. Personal space

B. Personal distance

C. Personal preference

D. A and B

Module Five: Review Questions

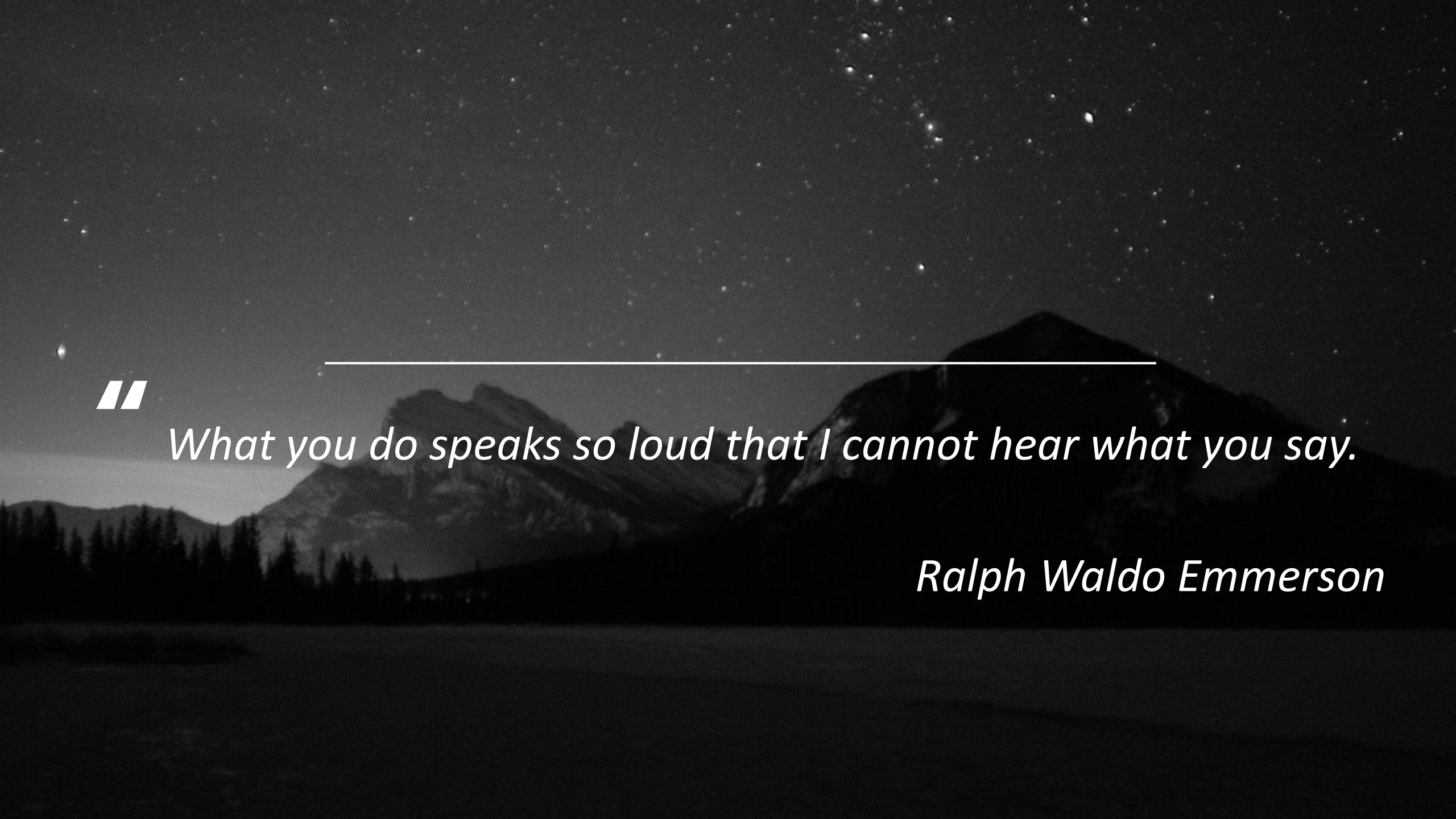
10. Men stand with their feet in the direction of _____.

A. Interest

B. The sun

C. The person they are speaking to

D. All of the above



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

Ralph Waldo Emerson

MODULE SIX

Nonverbal Communication

We all communicate nonverbally. It is important to understand what your nonverbal communication is telling others.



Common Gestures

- Pulling ears
- Open palms
- Rubbing hands together
- Touching the chin

The Signals You Send to Others

Body language

Appearance

Personal distance

Voice





It's Not What You Say, It's How You Say It

- Pitch
- Speed
- Loudness
- Tone

What Your Posture Says

People respond well to good posture, and having good posture improves physical and emotional health.



Practical Illustration



- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- What Your Posture Says

Module Six: Review Questions

1. What does it mean when someone bites their nails?

A. Thought

B. Doubt

C. Insecurity

D. Anticipation

Module Six: Review Questions

2. Tugging on ears can be a sign of _____.

A. Insecurity

B. Anticipation

C. Decision

D. Indecision

Module Six: Review Questions

3. What type of impression does a disheveled appearance make?

A. Negative

B. None

C. Positive

D. Lasting

Module Six: Review Questions

4. What does a large personal distance indicate?

A. Warmth

B. Friendliness

C. Coldness

D. Confidence

Module Six: Review Questions

5. A person ends a statement on a higher pitch, and it is not a question. What does this signal?

A. Aggression

B. Insecurity

C. Security

D. Strength

Module Six: Review Questions

6. Tone should _____ when speaking.

A. Stay the same

B. Be sarcastic

C. Be emotionless

D. Vary

Module Six: Review Questions

7. What does hunched posture indicate?

A. Aggression

B. Confidence

C. Insecurity

D. Submission

Module Six: Review Questions

8. The head should be positioned _____.

A. Forward

B. At a tilt

C. Down

D. To the side

Module Six: Review Questions

9. Rubbing hands together is a sign of _____.

A. Being cold

B. Excitement

C. Anticipation

D. B and C

Module Six: Review Questions

10. Ducking or shrugging the head is a sign of confidence.

A. True

B. False



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Beauty without expression is boring.

Ralph Waldo Emerson

MODULE SEVEN

Facial Expressions

Understanding the basics of facial expressions and decoding them will help you determine what people are feeling and facilitate better communication.



Linked With Emotions

Not only are emotions shown with facial expressions; the degree of emotion a person feels is visible on the face.

Micro-Expressions

We all hide negative emotions from time to time; we even mask our facial expressions to fit social situations.





Facial Action Coding System (FACS)

The muscles that relax or contract with emotion are identified to show the feeling behind each movement of the face.

Universal Facial Expressions

Fear

Surprise

Sadness

Disgust



Practical Illustration



- Linked With Emotion
- Micro-Expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions

Module Seven: Review Questions

1. Facial expressions show _____.

A. Degree of emotion

B. Emotional change

C. Thoughts

D. Motives

Module Seven: Review Questions

2. What is most true about emotions and facial expressions?

A. Facial expressions can always be faked

B. Facial expressions show emotions

C. Facial expressions can never be faked

D. Facial expressions cannot be read

Module Seven: Review Questions

3. How long do micro-expressions typically last?

A. .5 second

B. 1 second

C. 1/25 second

D. .25 second

Module Seven: Review Questions

4. What do micro-expressions typically show?

A. Faked emotions

B. Complex emotions

C. New feelings

D. Universal emotions

Module Seven: Review Questions

5. What does FACS break muscle movements into?

A. Action units

B. Autonomic understanding

C. Automatic unit

D. Actions understood

Module Seven: Review Questions

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

A. Eyes

B. Nose

C. Orbital

D. Eyebrows

Module Seven: Review Questions

7. Eyebrows rise with both fear and _____.

A. Anger

B. Surprise

C. Contempt

D. Disgust

Module Seven: Review Questions

8. What happens to the chin when someone is angry?

A. Forward

B. Down

C. Straight

D. Tilted

Module Seven: Review Questions

9. _____ are an important part of body language.

A. Tone

B. Facial expressions

C. Volume

D. All of the above

Module Seven: Review Questions

10. A flash of _____ will typically flicker across the face, even when feelings are kept in check.

A. Insecurity

B. True emotion

C. A and B

D. Neither A nor B



“

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

Joseph Priestly

MODULE EIGHT

Body Language in Business

Learn how to adjust your body language to each situation, as you identify the needs, thoughts, and feelings of those you do business with.



Communicate with Power

Powerful communication breeds confidence and respect. It is important that people sense power without aggression.

Cultural Differences

- Feet
- Eye contact
- Hand Gestures
- Head





Building Trust

- Remove barriers
- Smile
- Body position
- Listen

Mirroring

Smile

Height

Gestures

Speech



Practical Illustration



- Communicate With Power
- Cultural Differences
- Building Trust
- Mirroring

Module Eight: Review Questions

1. What describes a powerful walk?

A. Slow

B. Running

C. Quick

D. Leisurely

Module Eight: Review Questions

2. Legs need to be _____ to indicate power.

A. Together

B. Closed

C. Apart

D. Crossed

Module Eight: Review Questions

3. What direction may a client's head move if they are from India?

A. Side

B. Forward

C. Backward

D. Down

Module Eight: Review Questions

4. Hand gestures are _____.

A. Universal

B. Natural

C. Cultural

D. Learned

Module Eight: Review Questions

5. What type of body position builds trust?

A. Tense

B. Relaxed

C. Authoritative

D. Closed

Module Eight: Review Questions

6. What will decrease trust?

A. Smiles

B. Relaxation

C. Listening

D. Barriers

Module Eight: Review Questions

7. What is not mirrored in speech?

A. Pattern

B. Tone

C. Pitch

D. Rhythm

Module Eight: Review Questions

8. Mirroring in a business setting is typically a conscious choice for ____.

A. Women

B. CEOs

C. Men

D. Colleagues

Module Eight: Review Questions

9. Learn how to adjust your _____ to each situation.

A. Speech

B. Body language

C. Emotions

D. All of the above

Module Eight: Review Questions

10. Powerful communication breeds _____.

A. Confidence

B. Respect

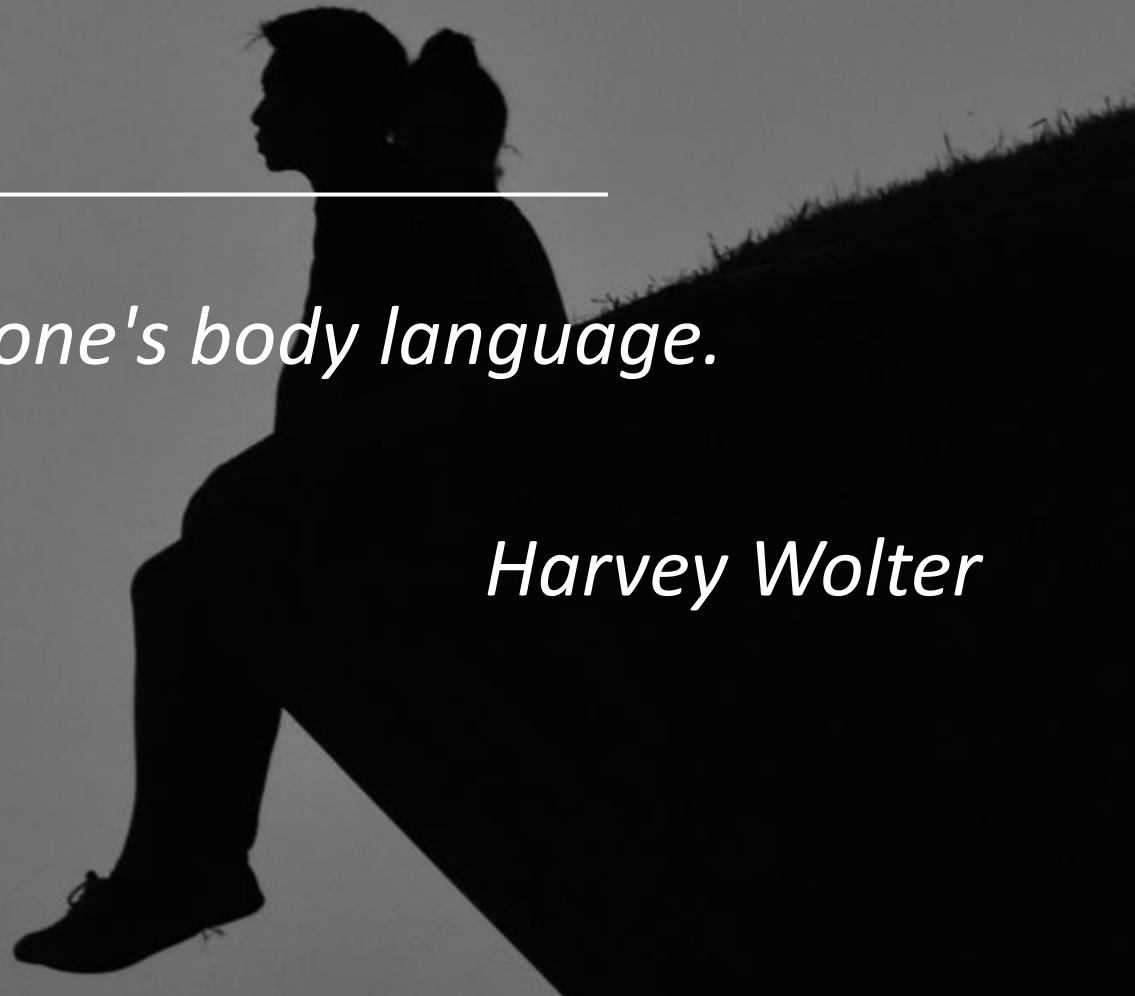
C. A and B

D. Neither A nor B

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

Harvey Wolter



MODULE NINE

Lying and Body Language

Close observation of body language can indicate that someone is hiding something.

A number of factors will cause suspicious body language.



Watch Their Hands

We all communicate with our hands. We can even communicate deception without knowing what we are doing.

Forced Smiles

- Tight smiles
- Closed mouth
- Licking lips





Eye Contact

The eyes are called the “windows to the soul.”
The eyes continually communicate feelings.

Changes in Posture

Lying will cause someone to focus more on their body language.



Practical Illustration



- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture

Module Nine: Review Questions

1. What does showing palms signal?

A. Deception

B. Submission

C. Authority

D. Sincerity

Module Nine: Review Questions

2. Where will hands go when someone is lying?

A. Side

B. Lap

C. Face

D. Together

Module Nine: Review Questions

3. What is someone likely to do after a lie?

A. Smile

B. Lick lips

C. Laugh

D. Frown

Module Nine: Review Questions

4. What is another reason for a closed smile that does not signal a lie?

A. Nerves

B. Hide teeth

C. Authority

D. Passivity

Module Nine: Review Questions

5. In what direction will eyes look if someone is left-handed and using imagination?

A. Up

B. Right

C. Down

D. Left

Module Nine: Review Questions

6. What is a sign that direct eye contact indicates a lie?

A. When it is unmoved

B. When it glances

C. When it looks up

D. When there are many changes

Module Nine: Review Questions

7. Deception is indicated when posture changes are _____.

A. Natural

B. Relaxed

C. Clumsy

D. Smooth

Module Nine: Review Questions

8. What does extreme stillness indicate?

A. Honesty

B. Deception

C. Submission

D. Authority

Module Nine: Review Questions

9. Body language can expose _____.

A. Eye contact

B. Tone

C. Deception

D. Voice

Module Nine: Review Questions

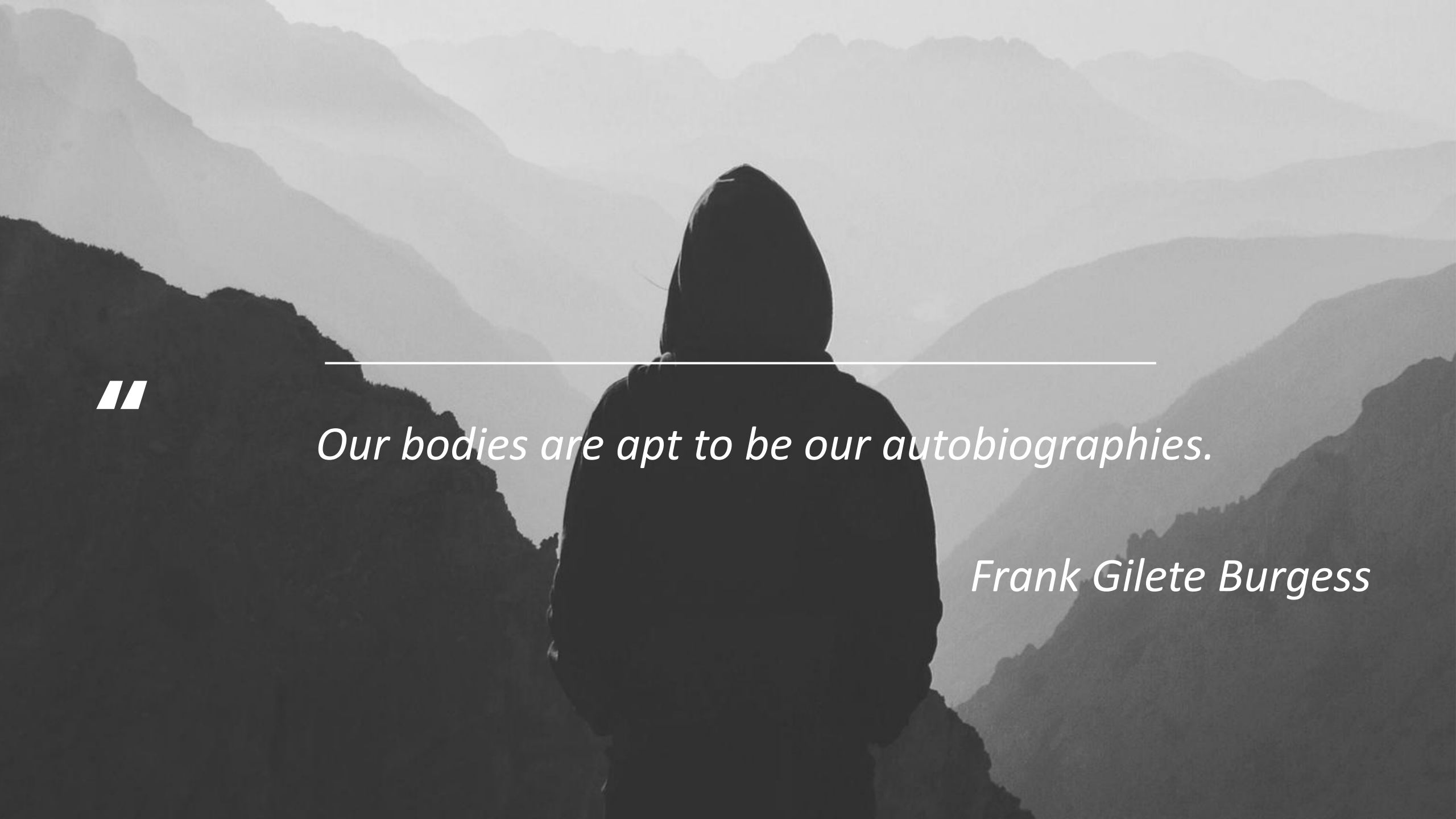
10. Body language typically reflects the _____ of a speaker.

A. Voice

B. Message

C. A and B

D. Neither A nor B

A black and white photograph of a person wearing a dark hoodie, seen from behind, looking out over a vast, hazy mountain range. The person is standing on a ridge, and the mountains in the background are layered and misty. A thin white horizontal line is positioned above the quote.

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Our bodies are apt to be our autobiographies.

Frank Gilete Burgess

MODULE TEN

Improve Your Body Language

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.



Be Aware of Your Movements

Faked body language typically looks disjointed and unnatural. People can subconsciously pick up on these movements.

The Power of Confidence

Improve body language by increasing personal confidence.





Posture and Position

Straight posture automatically increases confidence.

Pay attention to your position and posture.

Practice in a Mirror

Pay attention to any tendencies to slouch.

Identify any nervous gestures.



Practical Illustration



- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice in a Mirror

Module Ten: Review Questions

1. What will prevent nervous body language?

A. Smiles

B. Gestures

C. Practice

D. Relaxation

Module Ten: Review Questions

2. What will signal interest?

A. Shaking head

B. Being still

C. Occasional nodding

D. Smile

Module Ten: Review Questions

3. What will improve self-esteem?

A. Relaxation

B. Dressing well

C. Smiling

D. Tone

Module Ten: Review Questions

4. What does not improve confidence?

A. Mumbling

B. Posture

C. Exercise

D. Appearance

Module Ten: Review Questions

5. What type of posture should be avoided?

A. Slouching

B. Straight

C. Relaxed

D. Closed

Module Ten: Review Questions

6. What will posture improve?

A. Strength

B. Communication

C. Alertness

D. Understanding

Module Ten: Review Questions

7. What will poor body mechanics affect?

A. Age

B. Strength

C. Posture

D. Speaking

Module Ten: Review Questions

8. What should be avoided?

A. Open communication

B. Nervous gestures

C. Honest communication

D. Relaxation

Module Ten: Review Questions

9. People make snap judgments about each other based on _____.

A. Body language

B. Attire

C. Poor communication

D. Public Image

Module Ten: Review Questions

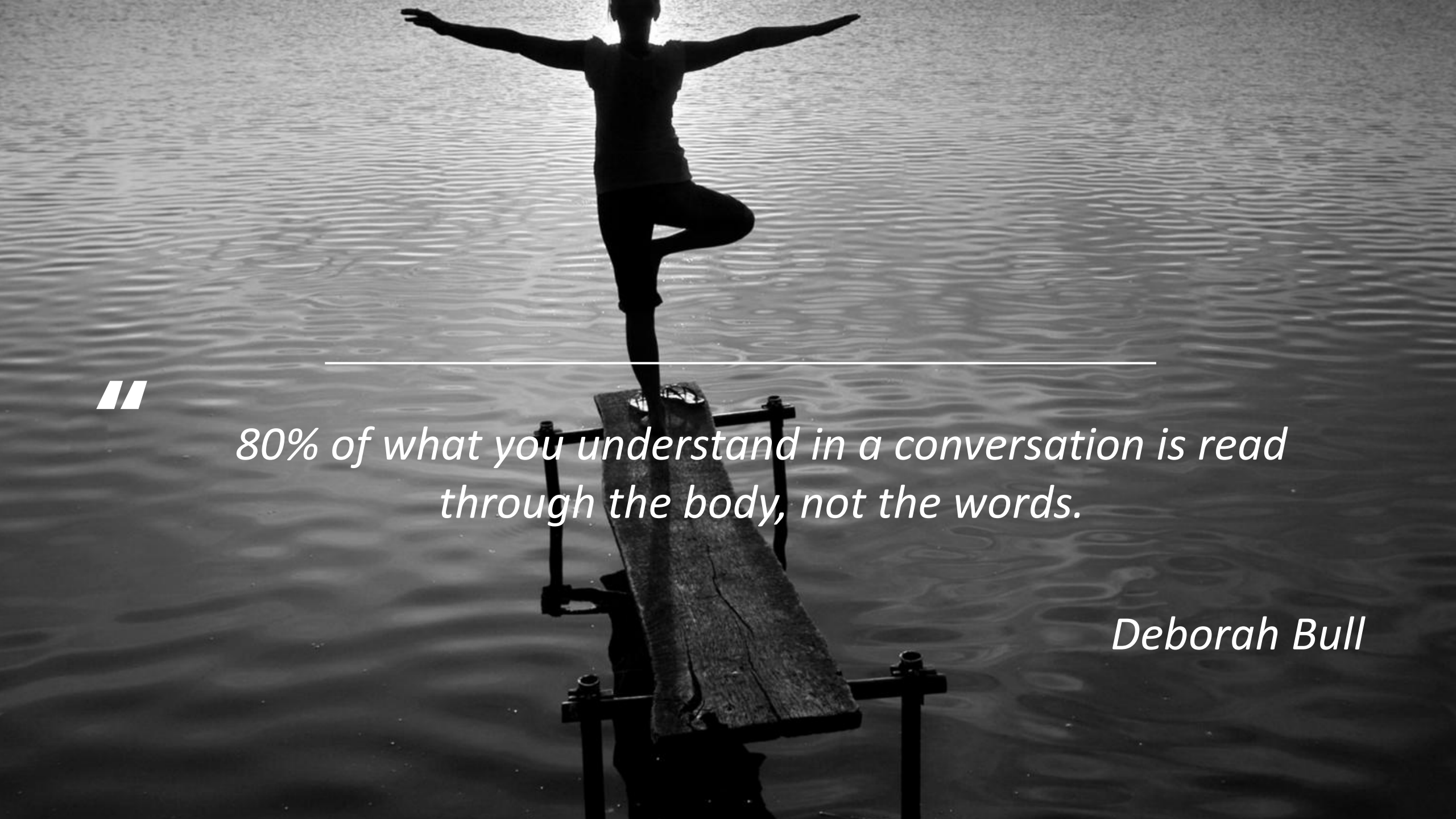
10. Faked body language typically looks _____.

A. Comical

B. Disjointed

C. Unnatural

D. B and C



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

Deborah Bull

MODULE ELEVEN

Matching Your Words to Your Movement

The key to instilling trust is matching body language to the words spoken.

Emotional awareness is necessary to communicate exactly what you mean.



Involuntary Movements

Exercise

Meditation

Sufficient sleep

Journaling

Healthy diet

Say What You Mean

Communication is much more effective when you say what you mean.





Always Be Consistent

Speak plainly

Listen

Be open

Actions Will Trump Words

Be aware of what your actions and gestures are communicating to those around you.



Practical Illustration



- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words

Module Eleven: Review Questions

1. What is not a way to reduce stress?

A. Exercise

B. Journal

C. Diet

D. Communication

Module Eleven: Review Questions

2. What can affect gestures?

A. Actions

B. Communication

C. Emotions

D. Movement

Module Eleven: Review Questions

3. What should be addressed when communicating?

A. Meetings

B. Facts

C. Sentiment

D. Emotions

Module Eleven: Review Questions

4. What is important to know before communicating?

A. Goal

B. Feelings

C. Language

D. Emotions

Module Eleven: Review Questions

5. Honesty must be perceived in the words and _____.

A. Body language

B. Actions

C. Emotions

D. Language

Module Eleven: Review Questions

6. Responses should be guided by _____.

A. Personal tone

B. Emotions

C. Body language of others

D. Instinct

Module Eleven: Review Questions

7. What is more effective at communicating?

A. Words

B. Body language

C. Language

D. Feelings

Module Eleven: Review Questions

8. Body language and _____ determine how we view people.

A. Instinct

B. Feelings

C. Words

D. Behavior

Module Eleven: Review Questions

9. The key to instilling trust is matching your body language to _____.

A. Your words

B. Your emotions

C. Your tone

D. Your volume

Module Eleven: Review Questions

10. Emotions can affect _____.

A. Breathing

B. Posture

C. Gestures

D. All of the above

MODULE TWELVE

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Body Language Basics is just beginning.



Words From the Wise

Deafness has left me acutely aware of both the duplicity that language is capable of and the many expressions the body cannot hide.

- Terry Galloway

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.

- Dale Carnegie

When the eyes say one thing, and the tongue another, a practiced man relies on the language of the first.

- Ralph Waldo Emerson