



Body Language

From Head to Toe

Actions can
speak louder
than words.

**What you do speaks so loud
I can't hear what you say.**

attributed to Ralph Waldo Emerson

2) In a 30 minute conversation, two people can send over _____ nonverbal signals.

A) 50

B) 300

C) 800

D) 1400

In a 30 minute conversation, two people can send over 800 nonverbal signals.

3) If someone's words don't match their body language science has shown that we believe their actions.
How much more weight do we give nonverbal signals?

- A) Two times
- B) Six times
- C) Twelve times

The subconscious believes nonverbal communication 12 to 13 times more than verbal communication

4) When we feel an emotion it shows on our face. Is the opposite true? If we mimic a facial expression, will we feel the emotion associated with the expression?

A) Yes

B) No

Yes! If we mimic a facial expression we will feel the emotion associated with that expression.

We are always communicating, transmitting and being observed.

We typically feel either comfortable or uncomfortable.
This goes back and forth all the time.



Let's break
down how we
communicate
Non Verbally

We are going to start with
the **head** and **face**.



Head and Face

(really noticeable on Zoom meetings)

Discomfort

- Eye Blocking/Squinting
- Playing with Hair, Ventilating Hair
- Wrinkle Nose
- Lip Compression
- Jaw Shifting
- Neck Touching and Ventilating
- Swallowing

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Head and Face

Comfort

- Eye Contact
 - Eyebrow Flash
 - Head Tilt
 - Smile
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Hands and Arms

Discomfort

- Hands Small and Thumbs Down
- Interlocking Fingers
- Pointing

Hands and Arms

Comfort / Confident

- Hands Spread Open and Thumbs Out
- Steepling of Hands
- Palm to Palm Behind the Back
- Rubbing Hands Together

- **Myth-** Crossed arms don't always mean blocking. Sometimes they are a pacifier – like a self hug. If however, someone suddenly crosses their arms in the middle of a conversation, you should take note. It could signal their discomfort.

Handshakes

Handshakes generally are the first touch between people and can be positive or negative!

- Fingers should be pointed down, flat hand, not touching the other persons wrists, and not crushing them with your hand. Don't stand too close – lean in to shake hands and then take a step back. If you don't stand right in front of the other person, and stand at an angle, typically they will stay and talk with you longer.



Torso and Shoulders

Full and slight shoulder shrugs can mean a lot in context.

- For Example:
If asked do you know anything about this issue? And you answer **No** while giving a half shrug, chances are you are not committed to what you just said.
- But when shoulders rise sharply and equally that indicates an honest and true response.

The most honest part of the Body – Your Feet!

We tend to turn toward things we like and are agreeable to us and that includes people.

- There are people you have met before and want to join in their discussion, so you walk up and say hi. Watch their feet and torso – if they move their feet along with their torsos then the welcome is full and genuine. If they only swivel at the hips to say hello – then they would probably rather be left alone.
- If you are speaking with someone and one foot points away, this is a sign that the person wants to leave – in that direction. This is an intention cue.
- Give someone good news – many times you see happy feet!

When you are a participant in a virtual meeting

Your tone of voice matters

Stay engaged- smile, nod

Lean forward from time to time – show you are listening

Look at your camera – keep your eyes forward and be aware of where your camera is located.

Try to eliminate negative expressions. Be relaxed comfortable and engaged.

Don't use sudden gestures. It can pull focus from the speaker as everyone looks to see what is happening with you.

And remember: please keep yourself muted when you are not speaking. Otherwise it interrupts the flow of the meeting.



To Sum it Up

- Be aware of how your actions and movements are perceived by others. We communicate and influence others non verbally.
- Take a few seconds to stop and smile and interact with others.
- Be aware of what you are saying with your body, because others are getting a message. You need to make sure it's the one you want to send.