



# **Body Language is our First Language**

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Most people listen with their ears and talk with their mouth.

Today I am going to teach you how to listen with your eyes and talk with your body

# Roadmap

1. Big easy – Trunk, Arms & hands
  - a. Handshakes
  - b. Nervous gestures
  - c. Positive gestures
2. Intermediate – Head & Shoulders
  - a. Head Positioning
  - b. Smile
  - c. Eye contact
3. Advanced – Autonomic
  - a. Blinking

# 1. Trunk, Arms & hands



# This is your first Impression

Oxytocin:

- Touch
- Smile
- Eye Contact



# Nervous Body Language Cues

## Anxious Behavior:

- Wringing Hands
  - Tapping
- Hidden hands
- Crossed arms

## Self-Soothing:

- Rubbing Arms
- Suprasternal Notch
- Rub forehead
  - Rub face



# Positive hand gestures

- Counting
- Heart
- Coming together
- Growth
- Thumbs up









## 2. Shoulders and Head



# Shoulder

- Shrug
- Block
- Turtling



# Head

- Chin Jut
- The Judge  
Judy
- Yes or No
- Nod
- Tilt



# Authentic Smile

1



2



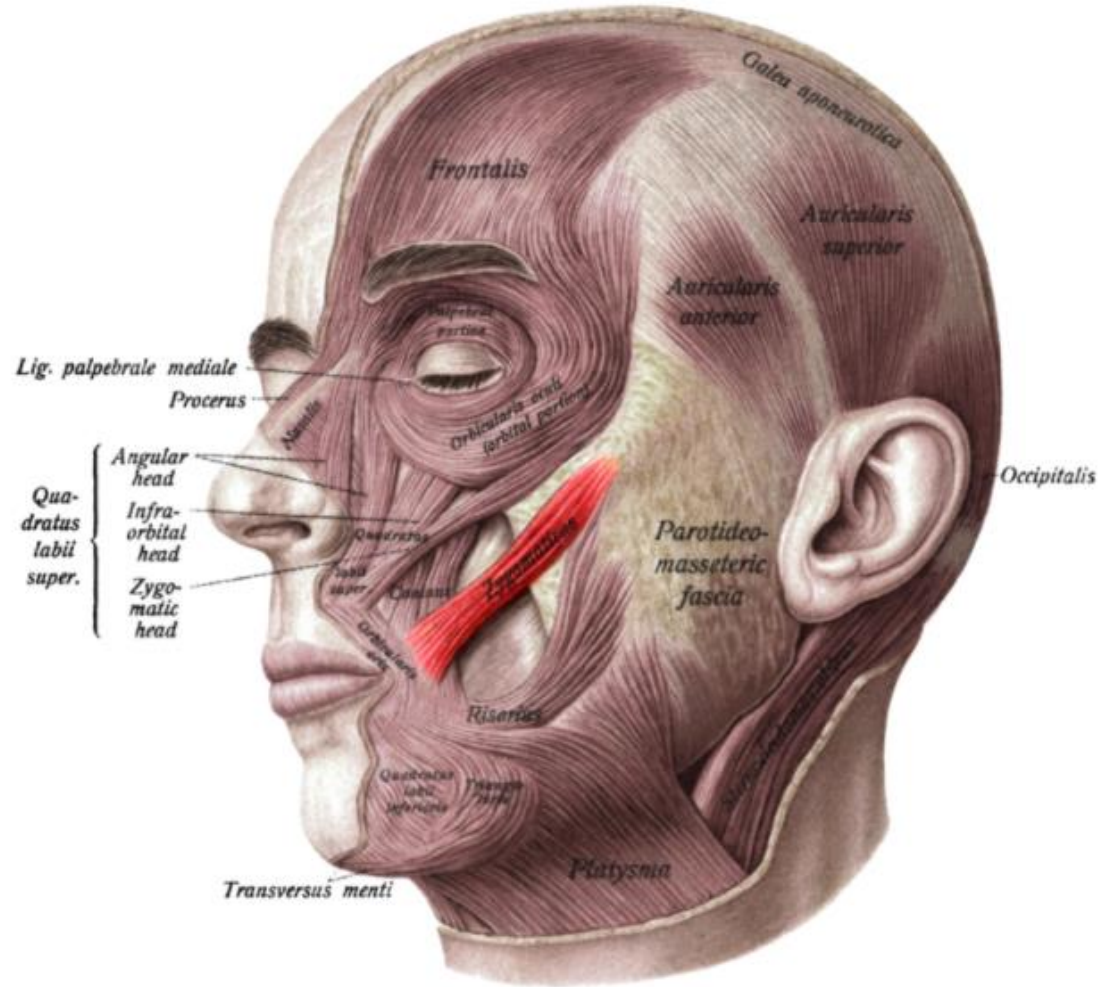
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It's not...

- Asymmetrical
- Quick-on
- Delayed
- Only top or bottom



It is...

- Zygomatic Major
- lips pull up
- cheeks bunch up
- lower eyelids bunch up
- Crows feet

# Eye Contact







# 3. Autonomic Nervous System



# Benefits:

- Trust and Rapport
- Executive Presence & Influence
- Negotiation
- Manage People