



Your Body Talks ... Do You Know What It's Saying?

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Presented to: Vitalize, 15 June 2011

- 1) In the 1960s American Professor Albert Mehrabian researched how certain components of personal communications impart messages. He established some classic statistics for the effectiveness of spoken communications.

In 1976, Australian Allan Pease also did related research and came up with similar statistics (but more of a range for each components versus a definitive percentage).

QUESTION: How much of what we communicate do YOU think is relayed through our words, the way we use our voice, or through our bodies?

- a) Words: _____% to _____%
- b) Voice _____% to _____%
- c) Body _____% to _____%

2) USE BODY LANGUAGE TO APPEAR CONFIDENT (EVEN WHEN YOU DON'T FEEL IT)

- a) Handshake -- 3 things to remember

- i) Web
- ii) Position
- iii) Pump

- b) Smile

RESEARCH SAYS ... The more you smile ...

- The c_____ others are likely to stand to you
 - The more likely they will be to t_____ you
 - The l_____ they want to stay with you
 - The more e_____ contact they will give you
- (Source: Allan Pease)

- c) Eye c_____

- d) Respect d_____

- e) Body positioning:

- i) the "safe zones: hand(shake), sh_____, a_____
- ii) L_____ in
- iii) Open s_____ (body, feet, hands)

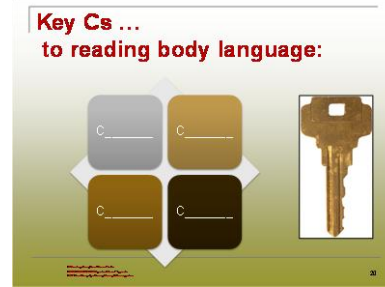
- iv) Posture (straight)

- f) Mirroring and M_____

- Breathing
- Vocabulary
- Degree of formality
- Tone
- Gestures
- Pace, energy level

3) THE 4 KEY Cs TO READING BODY LANGUAGE:

- a) C _____
- b) C _____
- c) C _____
- d) C _____



4) READING THE SIGNS

EMOTION/THOUGHT:	GESTURES:	STRATEGY (WHAT TO DO):
a) Interested	<ul style="list-style-type: none"> • Head tilt • Leaning in • Eye contact 	
b) Critical evaluation / disapproval	<ul style="list-style-type: none"> • Index finger on cheek, thumb supports chin • Picking imaginary lint • Crossed arms & legs • Chin down 	
c) Disinterested; waning interest	<ul style="list-style-type: none"> • Hand supports head • Leaning back • Wandering eyes 	
d) Superior attitude	<ul style="list-style-type: none"> • Protruding thumbs • Both hands behind head • Slow blinking • On balls of the feet 	
e) Deceitful, not telling truth	<ul style="list-style-type: none"> • Hand-to-face touching (cover mouth, nose itchy, touch eyes) 	
f) Angry, frustrated, tense	<ul style="list-style-type: none"> • Collar pull • Pain in the neck • Red • Flared nostrils 	

TIP: Never speak f_____ than your client.



LEARNING A NEW SKILL IS A GAMBLE, SO REMEMBER ...

"You are in a better position to take a gamble because you know that you have the skills to make informed choices ..."

SOURCE: Marion Grobb Finkelstein
 "Life's a Gamble" chapter
 The Power of the Platform: Speakers on Success,
 pg. 164


5) We can't read people's minds, just their a _____... so if in doubt:

- a) **c** _____
- b) Remember the 4 _____
- c) QUESTION TO ASK YOURSELF: are YOUR actions consistent with your message?

6) FINAL THOUGHT:

- a) While you're reading them, they're reading YOU!
- b) Match your body language to your message
- c) Proceed with caution

MY ACTION ITEMS:



***Have questions about communication in the workplace?
Interested in communication training or coaching?
Feel free to contact Marion Grobb Finkelstein, Communication Catalyst
-- she'll get communication moving in your organization***

**When it's about communications,
it's about time to contact Marion**

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