

# Body Language: What Workers are Really Communicating

Joni Barrie, RN, COHN

## Body Language



- You can send and receive up to 10,000 nonverbal cues in less than one minute of interaction

# Body Language

# We Are Not Using Body Language Skills

- Time
- Everything quickly
- Increase technology
- Loss of rituals
- Lack of face to face time
- Increased anxiety

# Beware of Hasty Interpretations

- Just because you are talking to someone and they rub their eyes or yawn it's not because you are boring them they maybe just tired
- A topic which makes one person happy may make someone else uncomfortable.
- Interaction changes with whom you are conversing

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# Ways to Read Body Language

- Listen to the words. Do the words match or contradict the body language?
- Observe the behavior and the timing.
- Examine the context

# Ways to Read Body Language

- Look at the situation, the topic and the relationship between the people.
- Determine characteristics by degree

# Interpreting Factors

- Do you see anything unusual, odd or abnormal?
- What's going on with you?
- What is the topic or situation?
- Personal quirks



# Ways to Read Body Language

- Listen to the words. Do the words match or contradict the body language?
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# First Impressions

- An accurate first impression can occur in less than a second. It can take up to 6 months of constant interaction to change an incorrect first impression.
- Quick forming first impressions are one of our basic survival instincts.
- Four important factors to consider in managing others' impression of you are credibility, likeability, attractiveness and level of dominance.

# Handshake

- Handshake ritual is powerful and rich with symbolic significance.
- Establish rapport with another person.
- In the US it takes an average of three hours of continuous interaction to develop the same level of rapport you get with a handshake.

# Handshake Rules

- You walk up to a person and give him a firm three to five pump handshake while standing approximately 16 inches away.
- In business, you greet someone in this manner and then step back to a minimum of two and a half feet distance, no more touch in the critical first four minutes of interaction.

# Handshake History

- Demonstrate that neither party was about to use a weapon.
- Romans did vertical shaking pattern so they could dislodge hidden weapons from sleeves.



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# Exercise

- Shake hands
- Look at your body position

- <https://www.today.com/video/body-language-tricks-grab-your-chin-to-win-and-more-1050744899953>



# Exercise

- Shake hands
- Look at body position
- Are you smiling when introduced ?

# Exercise

- Converse with each other
- Read each other nodes
- Simple node
- Slow node
- Triple node

# Exercise

- Shake hands
- Look at your body position

# Heart Window

- Heart Window (open or closed)
- Reflects a person's emotional state
- Key indicator of how we feel about ourselves and others around us.



# Open and Close Heart Window

- Clothing we wear
- How we position our heart window towards or away from others
- Use of physical barriers like books and counters
- Arm and shoulder placement



# Mouth Guarding

- Upset
- Lying
- Suppressing a negative thought
- Nervousness
- Shyness
- Lack of self esteem
- Hands over mouth so the truth won't come out



# Nose Rubbing

- Discomfort is coming from the conversation occurring at the moment



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# Mouth

- Fingers or objects in the mouth shows a desire to find sustenance and comfort
- A sign that reassurance is needed



# Body Language

- Nose, eye and ear rubbing signify disbelief, disagreement and dishonesty as in “Boy, this doesn’t smell right to me



# No Yes No

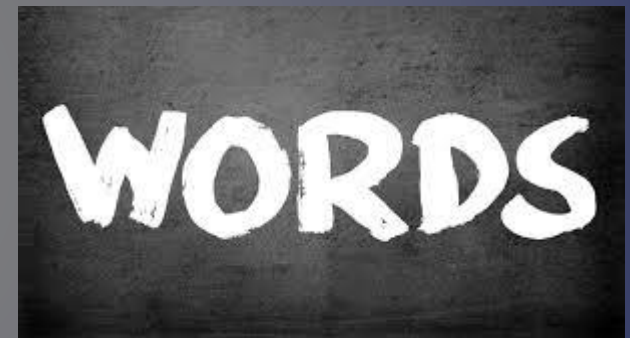
- Saying “No” denying an action or behavior with their words. But nodding yes with their head subconsciously in an indication of their true feelings.



# Tidbits



- Sticking your tongue out
- Women say over 7,000 per day
- Men say around 2,000
- Say goodbye to Why
- Allow What and How
- Grab your chin to win



# Mouth

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# Body Language

- If a person wants to hide what they have done or hide his emotional state they will close their palms.
- It is difficult to lie with the palm of your hands exposed.
- Liars tend to keep their hands hidden
- and still.



# Body Language



- People who take on the burdens of life or more responsibilities than they can possibly handle they will bend their shoulders over from the accumulated weight.
- People fold shoulders to protect their heart
- Shoulder shrug, head tilt and open palms message “I’m helpless.”
- Standing up straight with shoulders back present a strong front

# Body Language

Men who cross their legs which shows the bottom of the foot to the person they are with symbolism “I am so powerful and strong, I could step on you if I wanted to.”

Indian culture the showing of the bottom of your feet symbolism “you are like filth on my feet, I have no respect for you.”





# Shoulders and Arms

- Projects outward from your heart, illustrating how your heart feels about people and things.
- Communicating emotions towards the people you are with.
- Arms coming out of the heart show openness and receptiveness to those you are interacting with.
- “Hand Jive”

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# Lower Body and Feet

- Read body language from the feet to the top of the head
- Tension or fear often “Leak out” through the feet



Talking to someone and his upper body is towards you but his legs and feet turned towards the exit.  
May want to leave.

If he jiggles or taps a foot especially towards an exit he is symbolically running away.

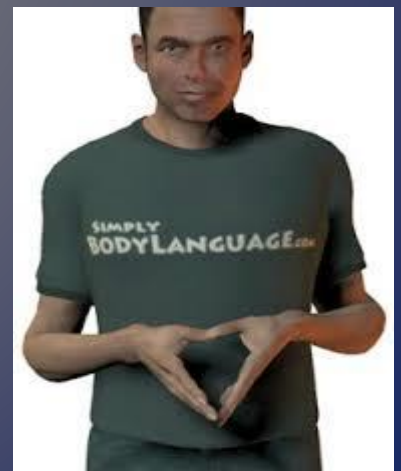


A foot lock is where one foot wraps around the other leg. This shows lower calf closed behavior

People who are more relaxed will tend to take up more space with their legs

# Talking Hands

- High Steeple used for delivering an expert opinion or conflicting opinion on the topic.
- Low Steeple may mean someone waiting to shoot your opinion down or may mean someone feels that they are under an unreasonable attack.
- The hidden steeple under the table or desk may signal the person feels confident or is seeking to regain the power position.



# Lower Body and Feet

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# Cape and Crown

- It is a steeple raised above or on the head showing superiority and the elbows extended channeling your attention towards the crown



# The Power of Touch

- Touch makes us better communicators
- Touch is the cornerstone of a healthy relationship with others
- Touch is positive
- Massage can help with depression



# Types of Touch



- Patting is associated with play
- Men and women pat on back and shoulders
- Stroking moving a hand across the arm is associated with warmth, love, and sexual desire.
- A gentle touch on the forearm or hand at work or a hug or kiss at home can let people know you appreciate them.

# Cape and Crown

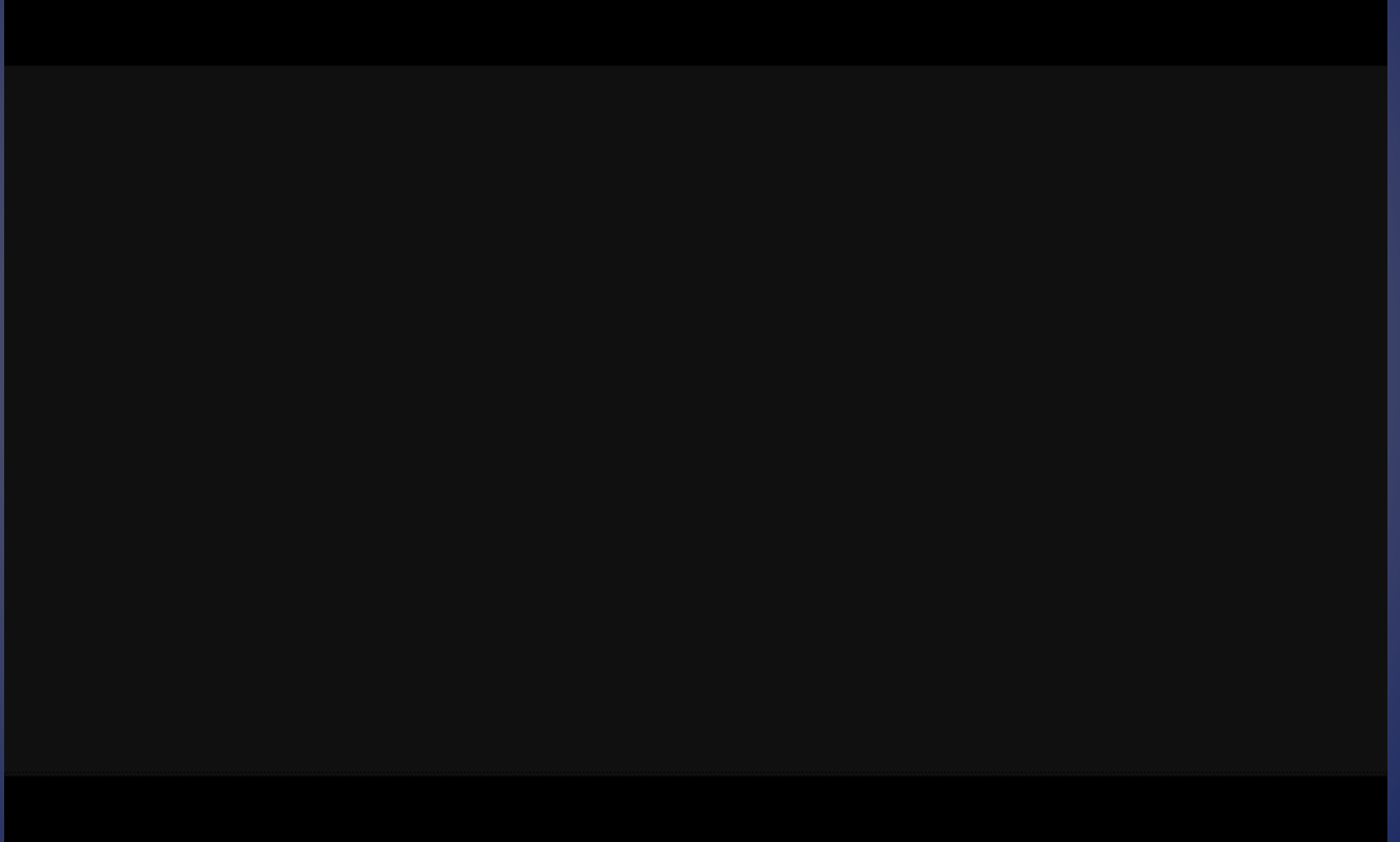
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# Matching and Mirroring



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# Matching and Mirroring

- Body Language
- Behavior
- Energy Level
- Volume
- Tone of voice
- Looks at us as connected

# Mismatching

- Someone is really into the conversation, talking fast, gesturing with enthusiasm.
- To mismatch sit back in silence, keep your arms still, give no facial feedback or sounds.
- To reduce the length of negative interaction, you may need to focus consciously on mismatching

# Matching and Mirroring



# Smiles

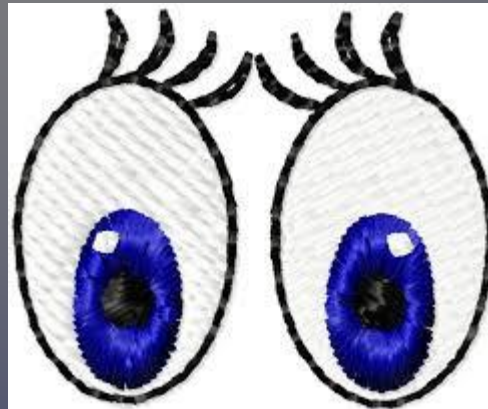
- Looking at happy face people makes the person's brain waves go to a happier mode.
- A smile is nature's peace symbol.
- It is the most frequent facial expression.
- It is polite, disarming and not threatening.
- Smiling maybe the most powerful nonverbal communication cue we have.





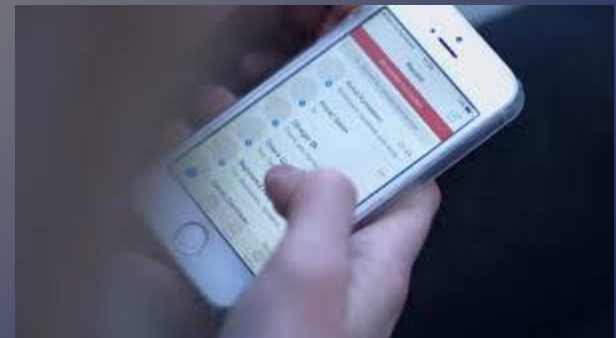
# Eyes

- Your gaze gives you control of the conversation
- In building rapport you need to gaze at them about 60 to 70 % of the time, intermitting looking away.
- Eye contact sends the message that you are serious.
- Lack of eye contact can make you look dishonest, disrespectful, evasive, rude, incompetent, lacking in confidence.



# Cell Phones

- Looking at your cell phone is a nonverbal communication.
- Communicates rejection
- The other communicating partner is more important than the person in front of you
- When checking the phone it may signify the desire to control or halt the flow of speech





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Questions ?