

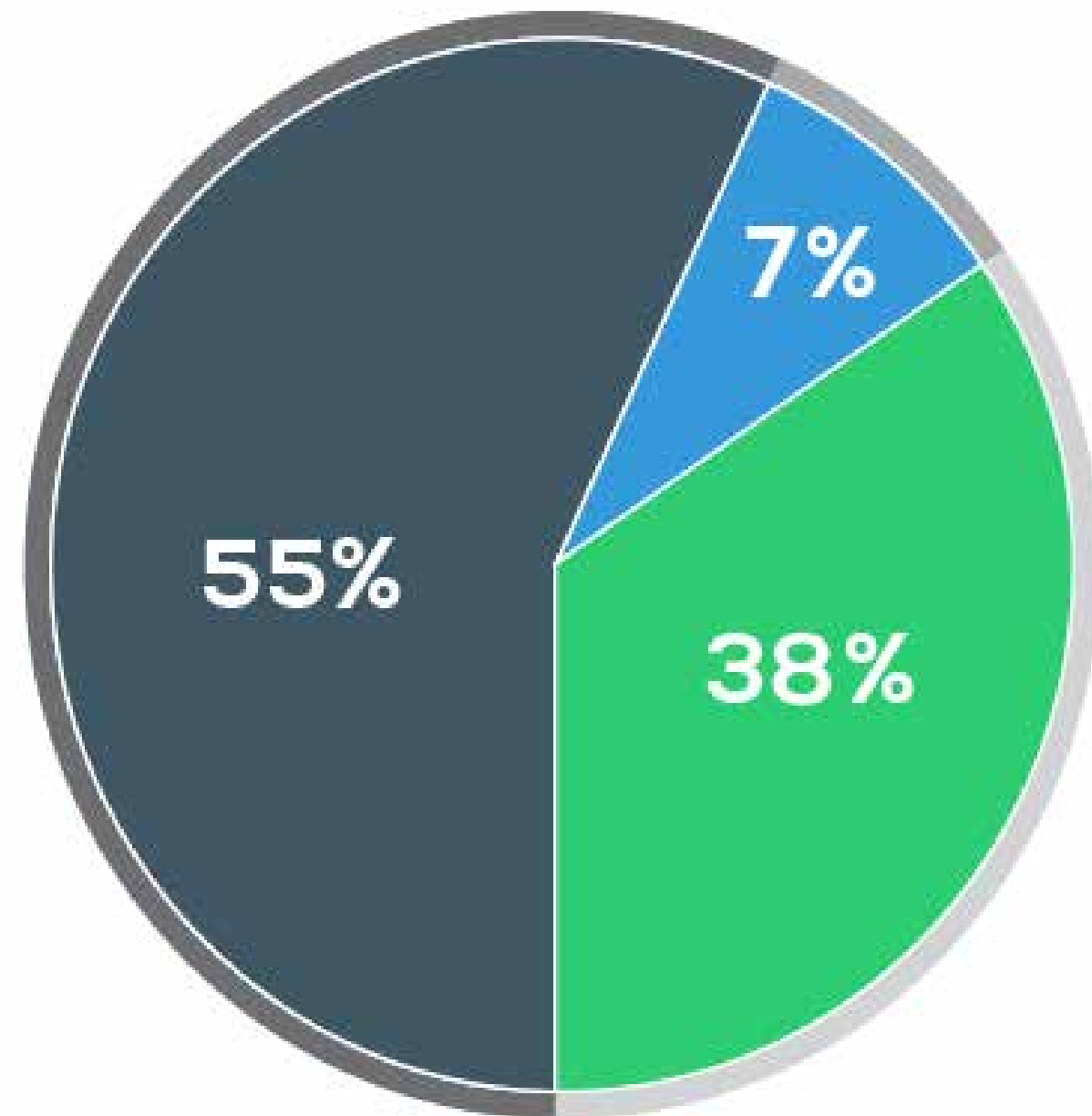
BODY LANGUAGE

BODY LANGUAGE DEFINITION

Body language is a type of a nonverbal communication in which physical behaviors, as opposed to words, are used to express or convey the information. Such behavior includes facial expressions, body posture, gestures, eye movement, touch and the use of space.... It is also known as kinesics.

Also can be explained as the conscious and unconscious movements and postures by which attitudes and feelings are communicated.





Body Language

Words

Tone of Voice

IMPORTANCE OF BODY LANGUAGE

Body language is a language without spoken words, it is called non verbal communication. We use it all the time in our social life and business life so it is all about gestures movements and expressions made by people to deliver a specific message to other people.

Body Language

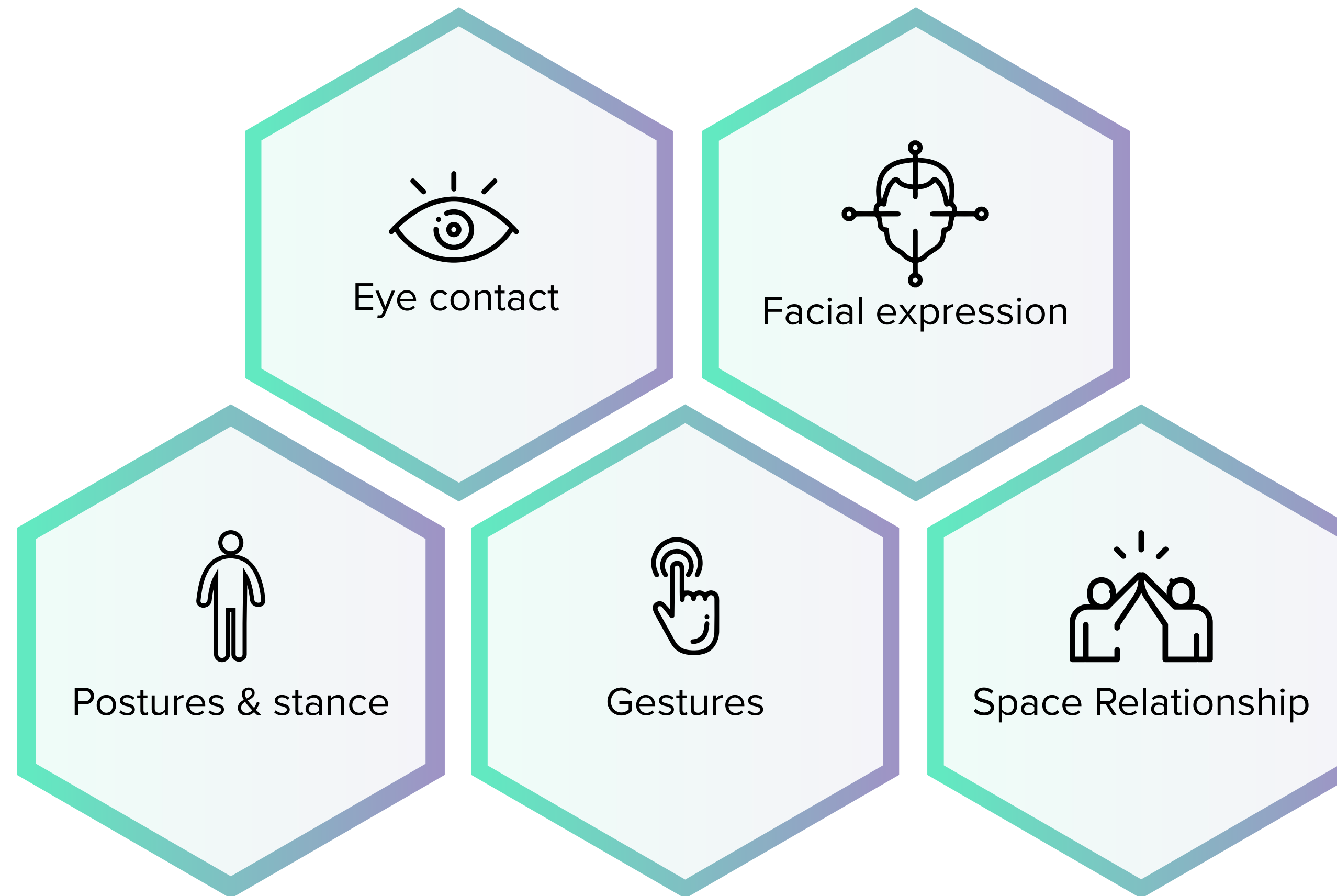
The Gestures, Poses, Movements and Expressions that a person uses to COMMUNICATE.= 7%

VERBAL(Conveyed through Words = 38%

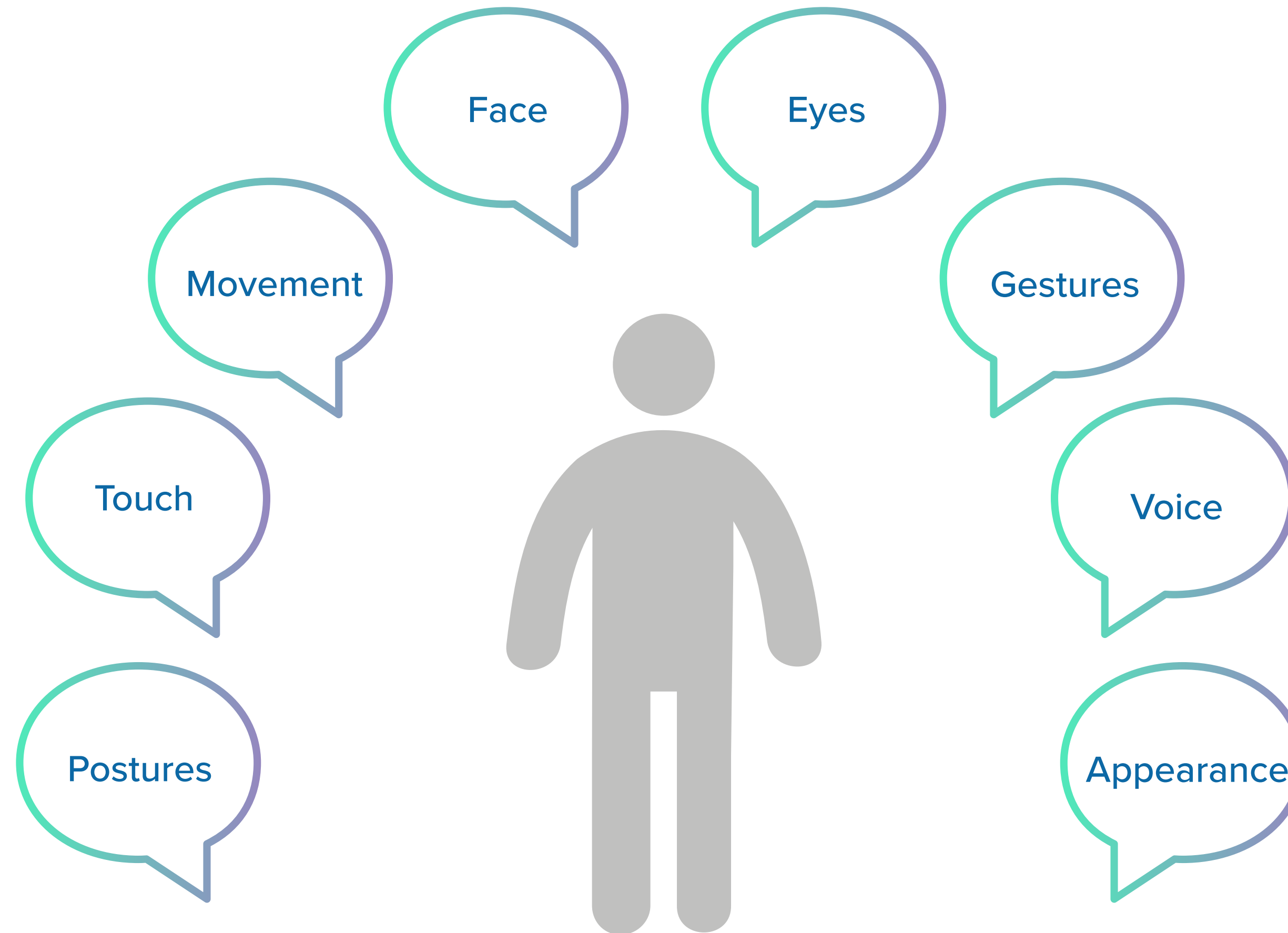
VOCAL(Intonation,Pitch,Pauses etc= 55%

NON-VERBAL(BODY LANGUAGE)

BASICS OF BODY LANGUAGE



THE EIGHT PRIMARY ELEMENTS OF BODY LANGUAGE



PURPOSE FOR EYE CONTACT

Speaking
information

Showing interest
and attention

Inviting and
controlling
interaction

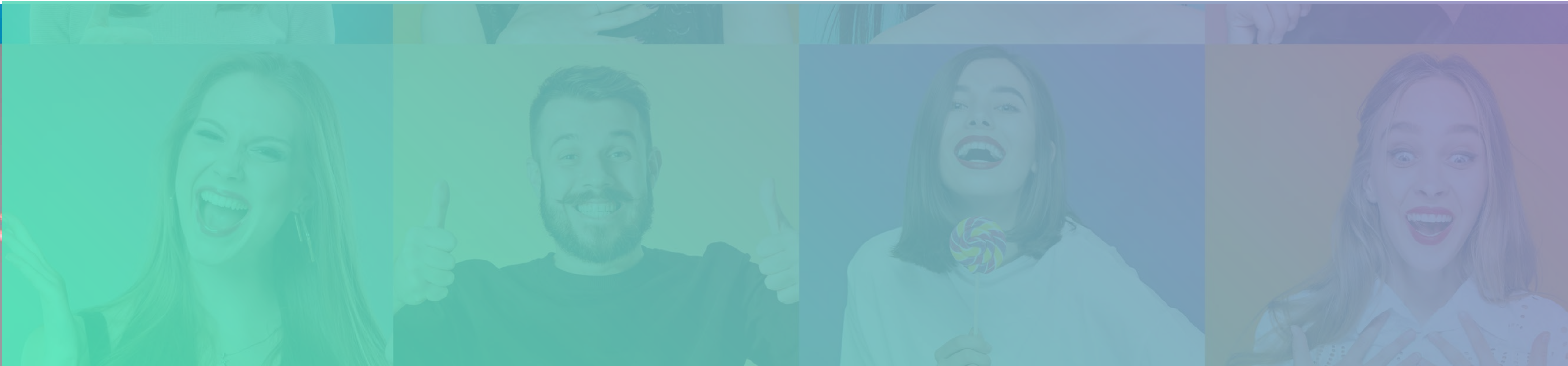
Domineering

influencing others

Providing
feedback during
speech

Revealing
attitudes

Eye rub: avoiding eye contact, lying



FACE

The expression on a person's face can even help determine if we trust or believe what the individual is saying. One study found that the most trustworthy facial expression involved a slight raise of the eyebrows and a slight smile. This expression, the researchers suggested, conveys both friendliness and confidence.

POSTURES

STANDING

Keep your posture relaxed, but not slouched. Stand up straight, but don't tighten up so that you look rigid and nervous. If you're a natural slouchier, make sure to check your posture sporadically and straighten up as needed.



POSTURES STANDING & SITTING

1

Stand Up Straight
And Relaxed

2

Appear Open And
Undefended
Keep Your Arms By Your
Sides

3

Keep A Straight
Spine While Sitting

4

Keep your feet hip
width apart and
balanced

5

Breathe deep to the
point just below
your belly

6

Mirror/match the
other person's
posture

7

Stand Still
Aviod Fidgeting

8

Smile As You Walk
Into A Room

9

Offer A Firm But
Gentle Hand
Shake

10

Keep Eye Contact
While Shaking
Hands

11

Smile When
Greeting Someone
New

12

Don't Lean On Walls
Or Objects

VOICE

Appropriate Voice Tone

(Inflection + volume + pace)

of speech are that much more important when you're speaking to someone. Because, customers will make judgments about your attitude, your willingness to help, and even your personality based on the way in which you speak.

Your inflection, the natural rise and fall in your voice, shows your customer that you're listening and engaged in their problem. Your tone of voice should rise and fall naturally, as if you're talking to a friend. This is important in helping to place importance on certain terms or ideas.

THE DIFFERENCE BETWEEN

VOICE VS TONE

Voice

This describes your company's personality. It's consistent and unchanging.

Tone

The emotional inflection applied to your voice. It adjusts to what's suitable for a particular piece or message.

VOICE & TONE

Sound Enthusiastic
And Confident

Sound
Enthusiastic And
Confident

Be Loud And Clear

Avoid Using
Slangs

Effective Pauses

Create A Crowd
Pleasing Speech

Practice Variation

Stress On
Powerful Word

GESTURES-HANDSHAKE

A handshake can say so much more than hello, nice to meet you. "The most important part of a handshake is palm-to-palm contact," says Wood. "It's even more significant than the grip."

The palm-to-palm contact expresses an intention of honesty and openness, and that your interaction will be sincere and nonthreatening.

Smile

Straight

Slide

Strength

Shake





BODY MOVEMENTS

Talk with your hands, if it's appropriate! If you're passionate about something you're speaking about, feel free to gesture — just don't overdo it

APPERANCE

Presenting a professional appearance is important not only during the job-seeking and interview process -- it's something that should be carried over into your everyday life as a career professional. The way you dress is a reflection of how you view your work and how others see you and your company.

eLuminate

■ square
yards

THANK YOU