



DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING

How To Read Body Language

There are many books devoted to this subject. If you want to have a reputation as a real "people person," get one and study it carefully. In brief, whether you are making a presentation or asking for a promotion or raise, there are certain non-verbal signs that indicate a positive or negative reaction. Listed below are some typical body signals:

Negative Body Language - Silently saying "No"

Hands are closed or fisted

Avoids eye contact

Puts head in hands

Squints eyes and furrows brow

Lips are tightly set

Sits rigidly with feet flat on the floor

Drums fingers on desk

Handshake is quick, weak, or tentative

Positive Body Language - Silently Saying "Yes"

Maintains eye contact

Looks directly at you without covering face with hands or other objects

Sits up, leans toward you

Firm, strong handshake

Legs crossed loosely

Smiles, laughs easily

Moves desk items away from the space between you

Shows you any personal memorabilia, such as photos

NON- VERBAL COMMUNICATIONS

The Face Has It

In dealing with other people, it is important to be able to read their moods and feelings.

It is just as important to know the signals that your gestures and facial expressions may be sending to others.

Remember to:

- ◆ Vary your expression while talking with someone
- ◆ Smile when being introduced and shaking hands
- ◆ Listen with your eyes

Facial signals to watch are

- ◆ Raising eyebrows to show surprise
- ◆ Raising one eyebrow to show skepticism
- ◆ Wrinkling the nose to show displeasure
- ◆ Dropping the lower jaw to show mock astonishment
- ◆ Winking to show humor

Other Tips:

- * Don't overdo a smile-the longer the smile stays on your face, the less genuine it seems.
- * A blank facial expression can be construed as hostile and disinterested.
- * A fixed or frozen expression may signal you are not listening or thinking about something else.

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