



Listen To Your Body

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- ✓ Communication is a process by which transfer of information, meanings and ideas from one person to another or a group.
- ✓ The real purpose of effective communication within organization is to achieve a “**common understanding**”

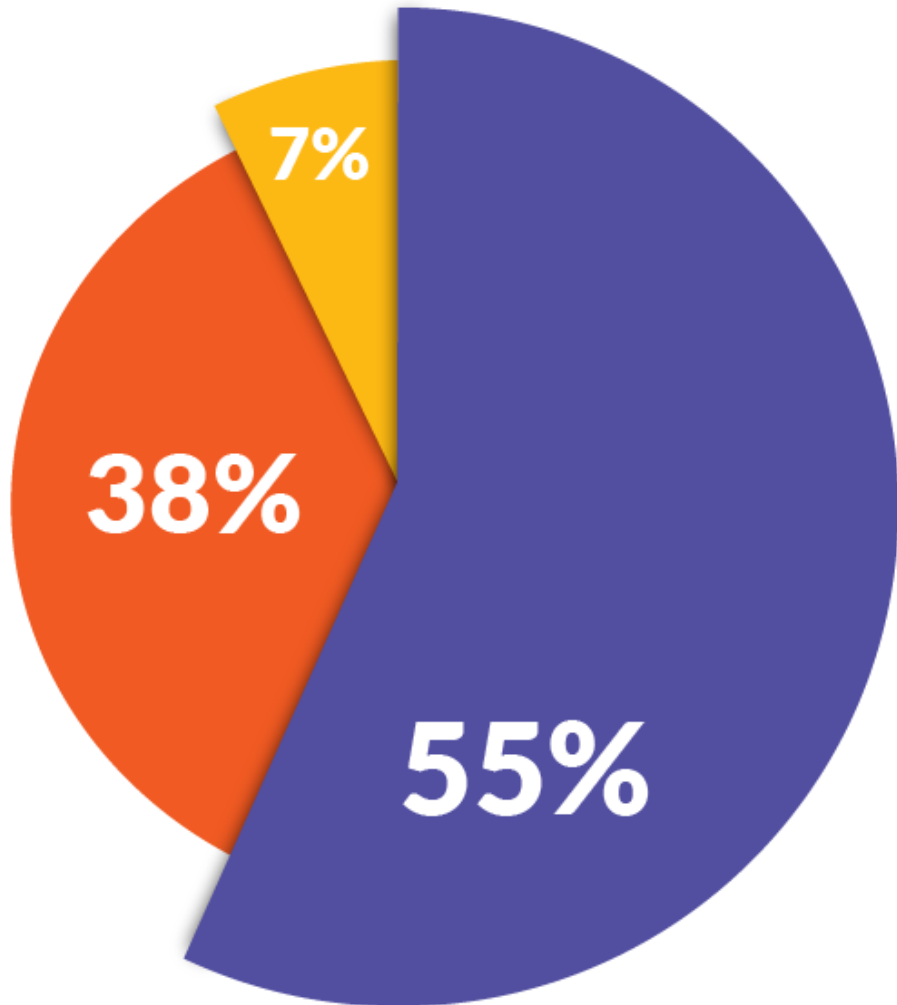


- ✓ **Body Language** is the unconscious and conscious transmission and interpretation of feelings, attitudes, and moods, through:
body posture, movement, physical state, position and relationship to other bodies, objects and surroundings, facial expression and eye movement.

Very Important to Know

- ✓ Body language speaks louder than words.
- ✓ Body language helps form the first impression that people have of us.
- ✓ Body language does not lie; it reveals the real us.

Elements of Personal Communication



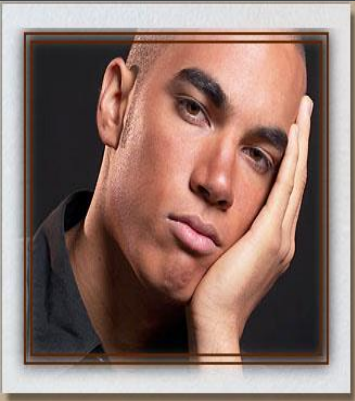
- Words used
- Tone of voice
- Body language

✓ The body language is 55% which is the biggest share of the personal communication elements.

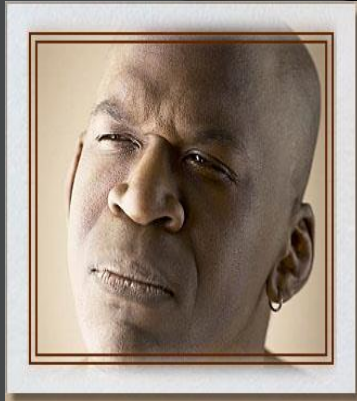
Body Talks .. Then Listen to it!

- ✓ What people are saying (the words they speak) and what they are **really** saying (their intentions, emotions, hidden agenda's etc.) can be **very** different.
- ✓ Some people lie.
- ✓ Some people unconsciously oppose what they say.
- ✓ Some people pretend to be what they're not.
- ✓ Some people don't talk at all (but their body speaks volumes!)

Decoding of Body Language



Boredom / Disinterest



Doubt / Defensive



Surprise / Shock



Thinking



Defensive



Puzzled



Close up



Scared

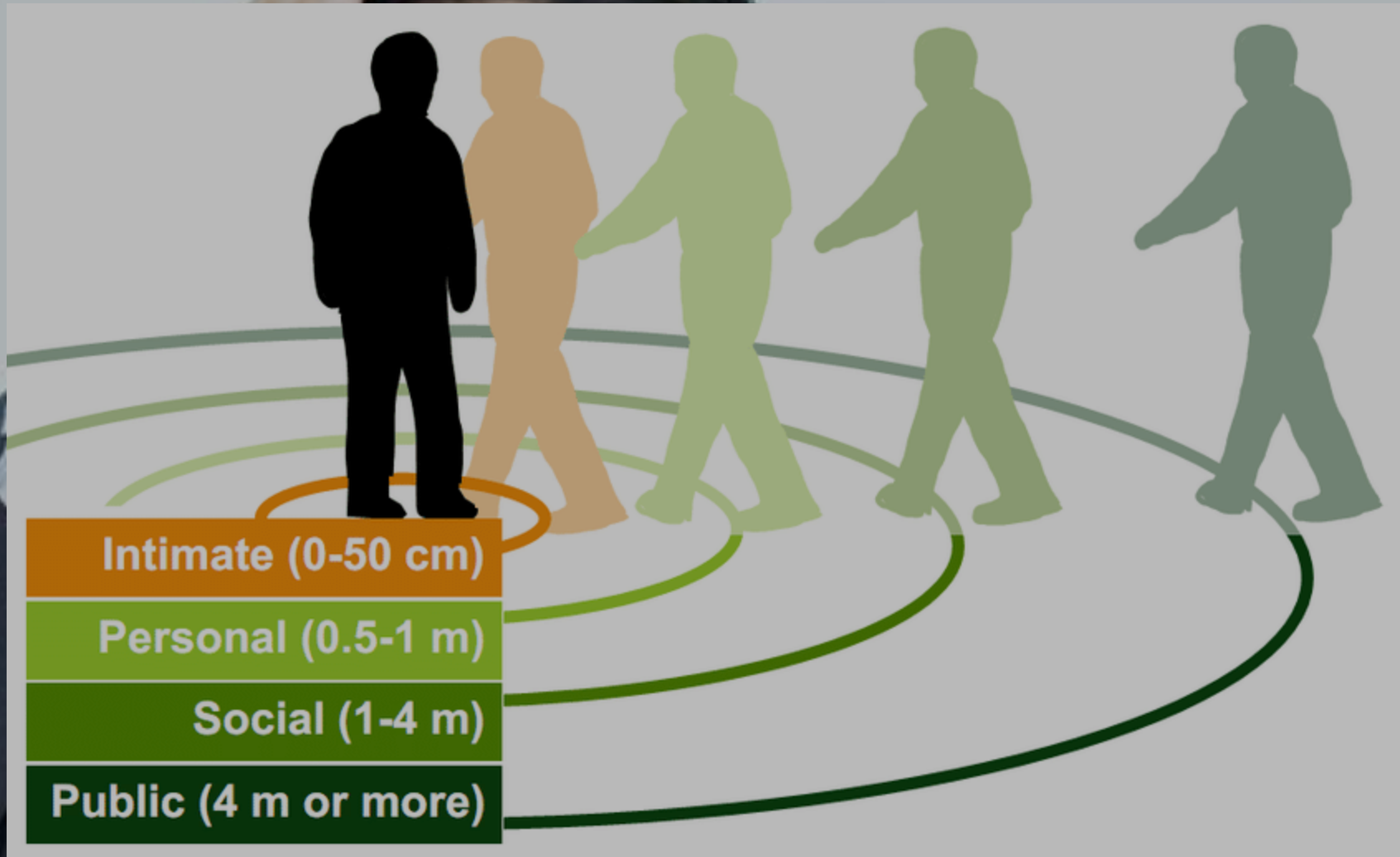


Liar



Do you believe him??!!

Body Language Personal Space Zone



Handshake



Watch Your Handshake



Hand Hug



Dead Fish



Wet Fish



Bone Crusher



Queen Fingertips



Dominator



Lobster Claw

Good Body Language

- ✓ Move smoothly.
- ✓ When introduced to someone, be aware of his space.
- ✓ Stand straight without slouching.
- ✓ Stand with your feet 4 to 8 inches apart facing the person with whom you are speaking.

Good Body Language

- ✓ Keep your arms at your side; do not put your hands in your pockets, behind your back, on your hips or cross your arms.
- ✓ Keep your chin parallel to the ground, do not lower your head or look at the ground.
- ✓ Nod your head in acknowledgment of what is said.
- ✓ Gesture with hands open.
- ✓ Sit up straight.



Thank You!