

Business Learning



SOLUTIONS

Body Language – Make It Work for You

Description of Course

In this body language training course participants will learn skills to understand their own body language as well as being able to read the body language of others. If we can learn to identify and appreciate non-verbal clues, we can begin to improve our communication as a whole. This use of body language skills impacts situations such as; sales visits, interviews, presentations and normal day to day interactions where body language plays a part.

Course Objectives

By the end of this course delegates will be able to:

- Understand the core principles of reading body language
- Will be able to read the body language gestures of:
 1. Arm barriers
 2. Palm and handshake gestures
 3. Hand and thumb gestures
 4. Hand to face gestures
 5. Chin and cheek gestures
- Understand how eye signals work
- Be able to read and use matching and mirroring signals to create rapport

Duration of Course

1 day

Course Outline

Introductory Icebreaker - This body language icebreaker quickly helps participants to appreciate body language and the effects it can have on communication.

Core Principles and the Five C's - Exploring the subconscious effects of body language and setting the scene by ensuring participants appreciate the rules to interpreting body language.

Reading Body Language - Gestures - An activity that helps participants understand the power of body language and how important it is in communication.

Arm Barriers - Understanding the meaning of different arm barrier gestures and crossed arm positions.

Palm and Handshake Gestures - Analysing the different handshakes and palm actions, their meaning and how they are applied in real life. A series of activities demonstrates the importance of these gestures.

Hand and Thumb Gestures - A review of these different gestures and what they mean.

Hand to Face Gestures...or...How to Spot a Liar! - An exploration of different gestures that involve the hand moving to the face. Identifying how to spot body language that signifies lying and what to look out for.

Chin and Cheek Gestures - An activity that helps participants understand the different chin and cheek gestures and how to interpret this body language.

Eye Signals - A review of pupil dilation, directed gazes and eye accessing cues in order to fully understand how eyes provide body language clues.

Matching & Mirroring - Looking at the skill of building rapport and developing relationships through careful observation of body language.

Bringing it all Together - An activity that allows participants to embed their learning and realise how much they now understand and appreciate body language and its effect on communication.