

LESSON: 1 COMMUNICATION SKILLS

Topic 1: Body Language

OBJECTIVES

- 1.) Identify the differences between good body language and bad body language during conversation.
 - Model both bad and good body language during a conversation. Have the students try to identify whether you have good or bad body language. Good body language involves keeping good personal space, making eye contact, sitting or standing up straight, and looking interested. When you are doing the bad role-play, do only one thing wrong (stare at the floor, turn body side-ways, scowl, fidget, rock back and forth, cross arms, slouch, etc.), and see if the students can identify what you are doing wrong.
- 2.) Identify the differences between good body language and bad body Language when taking instructions or receiving criticism from a Supervisor.
 - Model both bad and good body language during a conversation. Have the students try to identify whether you have good or bad body language. Good body language involves keeping good personal space, making eye contact, sitting or standing up straight, and looking interested. When you are doing the bad role-play, do only one thing wrong (stare at the floor, turn body side-ways, scowl, point finger, roll eyes, laugh, cross arms, slouch, etc). and see if the students can identify what you are doing wrong.
- 3.)
- 4.) Practice good body language during a conversation.

Instruct students on good body language during conversation and when supervisors are giving orders. Have the students practice the skills in role-plays. The components of good body language during spoken communication mainly involve not doing the bad things mentioned above. But it is important to talk about the following:

 - Eye contact – look at the person the majority of the time.
 - Keep still – don't fidget, rock back and forth, play with hair or clothes.
 - Personal space – it is hard to talk when you are 10 feet apart, but you do not want to be 6 inches apart either. Generally, 2-3 feet is a comfortable distance for most people.
 - Posture – sitting up straight or even leaning toward the speaker lets the person know you are interested. When you slouch, it is not showing good manners and it tells the speaker that you are more interested in relaxing or maybe falling asleep than listening to her.

BODY LANGUAGES CLUES

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| OPENESS | Open hands; unbuttoning coat (David Frost): uncrossing leg. |
| EFFECTIVENESS | Arms crossed like umpire; fist clenched; arms gripped |
| INTEREST | Sitting on edge of chair, body leaning forward; head tilted; hand supporting head; hand to cheek. |
| EVALUATION | Stroking chin; glasses in mouth; cleaning glasses |
| PUZZLED | Close eyes plus pinched bridge of nose |
| DOUBT | Peering over glasses; rubbing nose beside the ear, rubbing eye; also squirming in chair, narrowing eyes. |
| READINESS | Standing with hands on hip; coat unbuttoned; sitting on edge of chair as when ready to sign contract. |
| AGGRESSIVENESS | Arms spread while hands grip edge of table; moving closer than 24" from the other person; pointing finger. |
| SEEKING REASSURANCE | Hands clenched, thumbs rubbing; chewing on pencil; biting nails; sucking thumb. |
| COOPERATION | Sitting forward on chair, hand to head; unbuttoning coat; tilting head. |
| FRUSTRATION | Kick ground; slap head; chop air; rub back of neck (pain in the neck); short breaths; banging desk. |
| ON THE SPOT | Wringing hands; finger on collar |
| CONFIDENCE | Erect stance; frequent eye contact held longer; steepling (higher the more important person feels); hands joined together at back (sergeant); chin forward. |
| DOMNANCE | Feet on desk (territorial dominance, other person's desk); animals use other methods to signify boundaries; placing personal possessions on seats (airplanes story); arms around partner's waist; elevation of one person over another whether sitting or standing (put on pedestal) (talking down); cigar smokers light up after achieving objectives (Red Auerback); straddling chair is dominant though just looks relaxed; how they blow smoke; leaning back with both hands supporting head. |
| NERVOUSNESS | Clearing throat; when sound, whistling, cigarette smoking (when really uptight, puts out cigarette or leave burning); fidgeting in chair; speaking with hands raised to mouth jingling coins in pocket (also way of looking for tips); rubbing palms on clothes. |
| SELF CONTROL | Holding arms behind back gripping waist (get a hold of yourself); clenching hands; locked ankles; gripping arm rests (airplane takeoffs and dentist chairs). |
| BOREDOM/ IMPATIENCE | Finger drumming; heel thumping; toe tapping; foot shaking; ballpoint pen clicking head in hand; eyes drooping; deep breath; doodling (except for abstract thinkers); blank stare; glazed eyes. |
| EXPECTANCY | Rubbing pf palms (high degree of interest) or fingers as in expecting tip |
| HONESTY | Hands on chest; hands spread palms out |
| ACCEPTANCE | Nodding of head; moving closer to another person (dancing); touching. |