

USING BODY LANGUAGE

1 We listen with our eyes!

Experts estimate that 55% of communication is body language, 38% is the tone of voice which leaves only ___ % actual words spoken.



What does this picture say to you?

Why do we get such a strong message from the way these people are interacting?

What about this picture?

What's this picture saying to you?



2 At work we have to learn to manage our body language and keep our shape! WHY?

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3 Keeping a check on your body language at work – what helps ?

“I have managed to find a way of showing that I’m not bored at work (even when I am) by trying to guess what a particular outcome will be and having a bet with myself !”

“I find the trick about not showing that I am angry at a customer is to listen quietly and take some notes. It deflects the intensity of you staring at them and helps you remain calm and look like you are taking their concerns seriously.”

“I always try to keep my hands on my lap when I am nervous as otherwise I start flapping and looking like I am losing it!”

“When I am on the phone I consciously try to smile as I was told it can really make your voice sound sweeter even if you don’t feel particularly happy!”

“I have a number of posters around me at work to remind me to look positive and remember that customers don’t want to see me looking miserable.”



4 How can you get better at controlling your body language?

It takes time and practice and you often learn best when you make a mistake!



5 COULD YOU PRODUCE A SIMPLE ‘TEN BODY LANGUAGE BLUNDERS’ POWERPOINT ?

You will need to take photos and come up with your own ideas but it could be great fun and we could upload to the FW site the best one!