

BODY LANGUAGE

Understanding Body Language



Non-verbal communication

It is the way people:

- Reinforce the spoken word
- Replace the spoken word
- Use their bodies to make visual signals
- Their voices to make oral but non-verbal signals

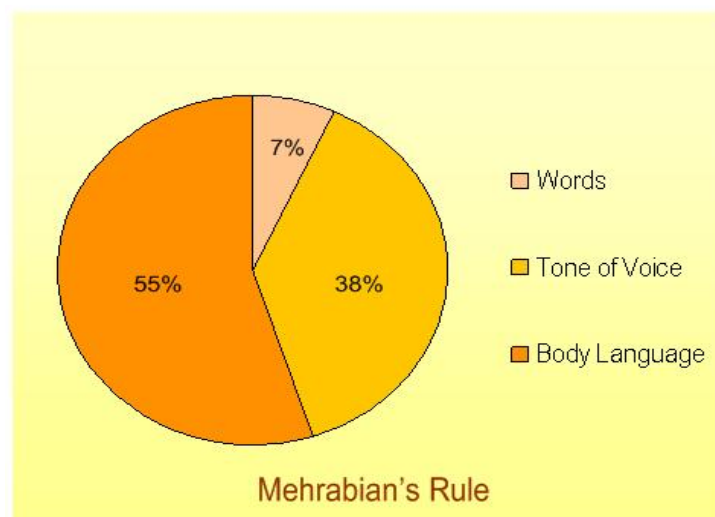
Types of non-verbal communication

- Kinesics
- Proxemics
- Haptics
- Oculesics
- Olfactics
- Chronemics
- Chromatics
- Silence
- Sign language
- Appearance
- Paralanguage or Para Linguistics

Non-verbal examples

- sign language: gestures
- action language: movements
- object language: pictures, clothes, etc

Importance of non-verbal communication



Verbal: 7%

Body Language: 55%

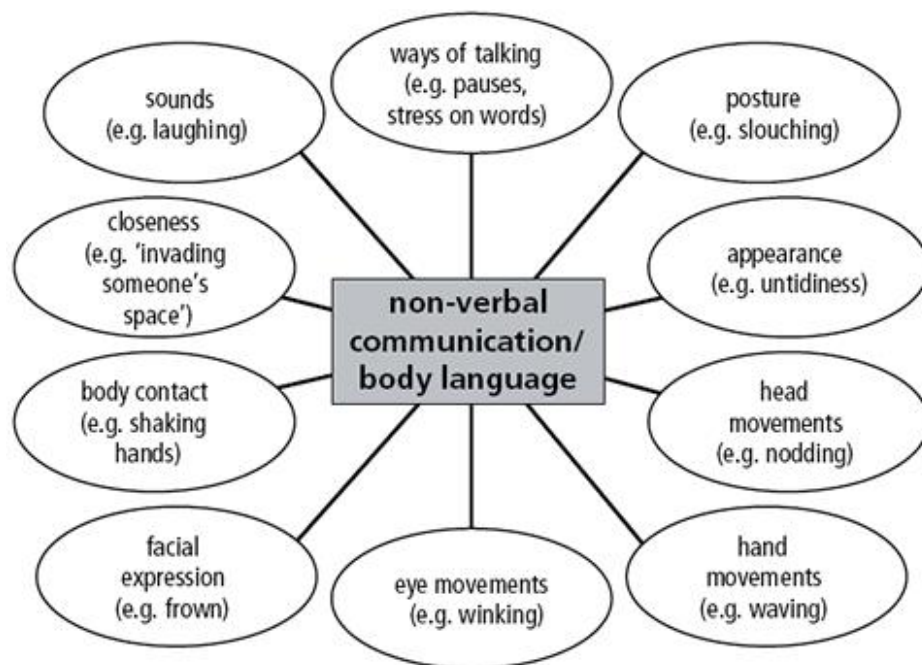
Voice tone: 38%

If words contradict the tone of voice or body language which one do people believe?

Magnitude of body language

- Human body can produce 700,000+ unique movements
- Humans can recognize about 250,000 facial expressions

Dimensions of body language



In general, are there differences between the body language of...

- An army person and a civilian?
- A rich man and poor man ?
- A strong man and a sick man?
- A male and female?
- A young adult an old person?

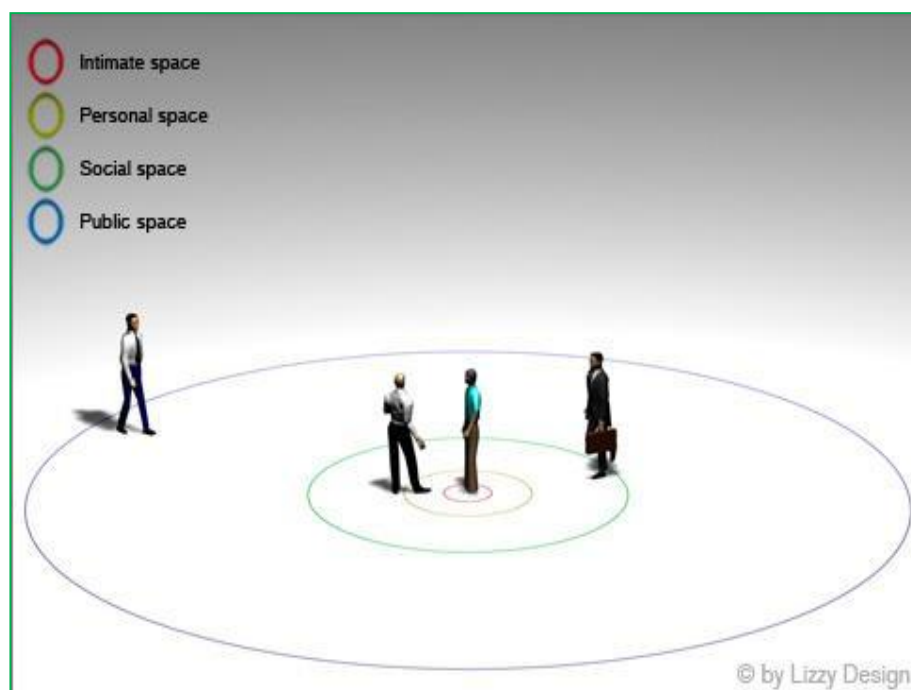
Proxemics

When people enter an elevator...

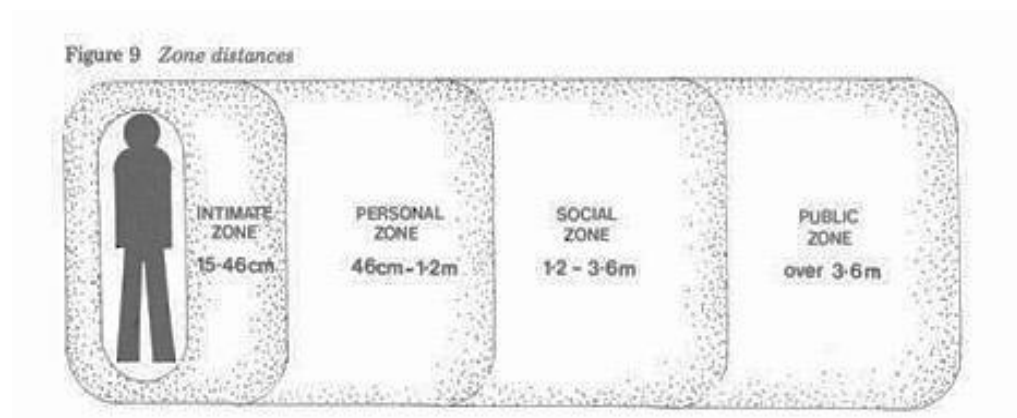
1. One or two lean against the walls of the elevator
2. Three or four occupy a corner
3. five or six all turn to face the door get taller and thinner hands and purses and briefcases are used to create a barrier

Why?

Proxemics: Science of territoriality



Proxemics: Ideal distance



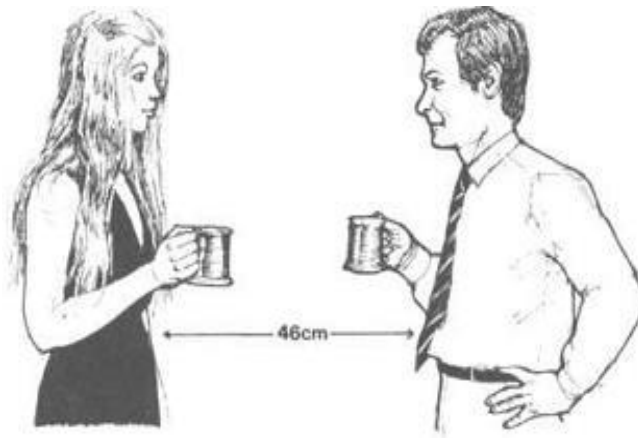
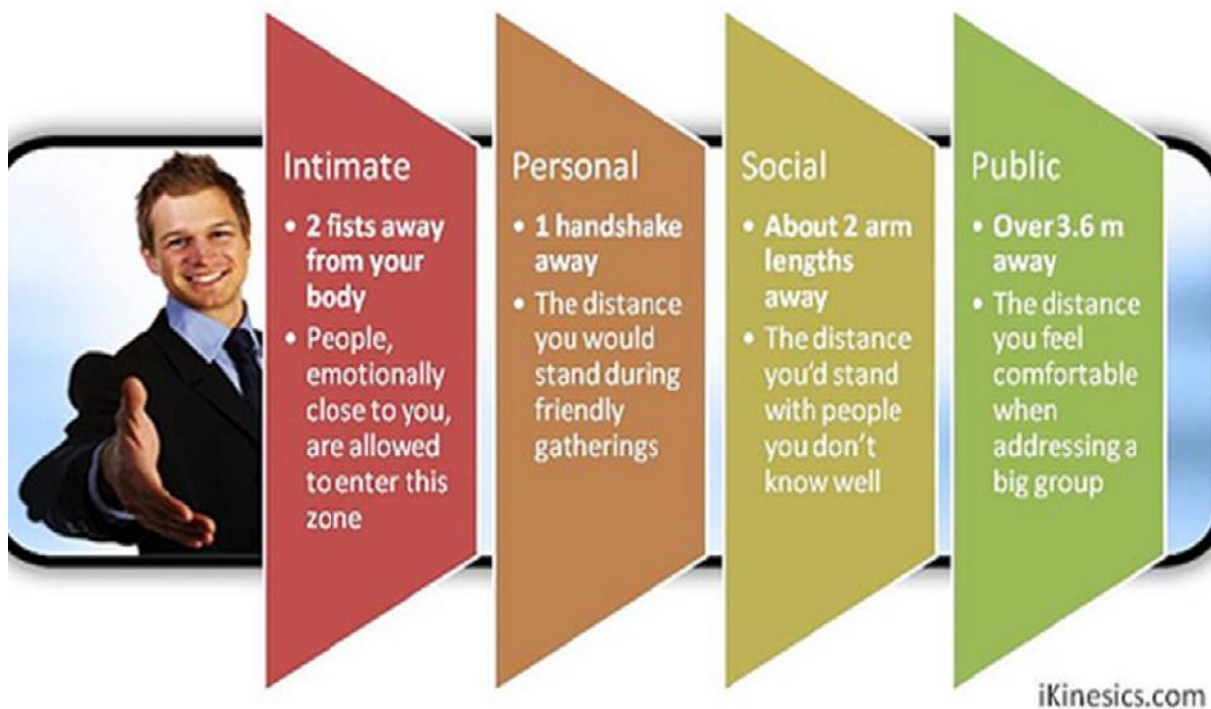


Figure 10 The acceptable conversational distance for most city dwellers



Intimate Distance: 0-18 inches

Situations: Giving comfort or aid, whispering, conversing with close friends and family, with spouse.

We are easily stimulated in this distance, but often easily uncomfortable when any one intrudes this.

Personal Distance: 18 inches-4 feet

Situations: Talking with friends or business associates, instructing in a sport, other students in class.

We're mostly in this distance while interacting with people with work or deal with frequently.

If you decrease this distance people feel uncomfortable, but if you increase it people feel rejected.

Social Distance: 4 ft - 12 ft

Situations: Discussing impersonal or business matters with someone in authority, taking part in a group discussion.

Generally, people in this zone do not engage in physical contact with each other.

Public Distance: 12 ft - 25 ft

Situations: Public speaking, teaching a class, leading a rally, fans in the stands at a game, people waiting in a lobby, etc.

Mostly with strangers we do not want to interact with.

Proxemics: Factors influencing distance

- Age: People maintain closer distances with peers than with persons much older or younger
- Personality: Introverts people maintain greater distances than do extroverts. Similarly, anxious, nervous or people with less confidence may maintain greater distance than those with greater confidence
- Relational: Persons more familiar with each other maintain shorter distances. Persons maintain shorter distances with those they like. The greater the status difference, the greater the distance difference
- Context: The more formal the situation, the greater the distance. Shorter distances are maintained for cooperative tasks than for competitive tasks. The greater the space, the shorter the distance
- Gender: Women sit and stand closer to each other than do men in same-sex dyads

Proxemics: Cultural differences

- Distance norms could vary from culture to culture
- People in North America tend to need more space than do people of other cultures
- North Americans back away when people stand too close
- The Japanese stand even farther away than do Americans

Proxemics: Tips

Standing too close is interpreted as being pushy or overbearing, standing too close may also be interpreted as unwelcome advances and may have consequences.

If you find someone trying to move

away from you or creating physical barriers, take a step back. You may be encroaching upon someone's personal space.

Haptics

- Study of touch as nonverbal communication
- At office, it could mean
 - Handshake
 - A pat on shoulder
 - Pat on the back
 - Holding hand or arm
- Touch, when used properly, may create feelings of warmth and trust. When used improperly, touch may cause annoyance and betray trust
- Location of touch is important. E.g. U.S touch is limited to handshake, no hugs. In Thailand, it is not okay to touch the head
- There are cultural differences in how much touch is okay. E.g. U.S and Japan are low touch but Italy is high touch
- Touch, when used properly, may create feelings of warmth and trust. When used improperly, touch may cause annoyance and betray trust
- Hierarchy is a consideration when using touch in the U.S. People who are older or higher rank may touch those who are younger or of lower rank. Equals may touch each other.

Haptics: Reasons we touch

Positive Emotions

- Support, Appreciation, Inclusion, Affection
- Communicates Composure, Affection, Trust

Playfulness

- Tells the other person not to take them seriously. E.g. tag, slap or pat on the back

Control

- Touch controls another person's behaviors, attitudes, feelings E.g. 'move over', 'hurry', 'stay there'

Ritualistic

- Greetings and Departures. E.g. shaking hands, kiss, hug, or put arm on shoulder

Task-related

- Touch for a task. E.g. removing of a hair on other's shirt, checking fore-head for a fever

‘Don't Touch’ Cultures

- Japan
- U.S. and Canada
- England
- Scandinavia
- Other N. European countries

Middle Ground Countries

- Australia
- France
- China
- Ireland
- India
- Middle East countries

‘Touch’ Cultures

- Latin American countries
- Italy
- Greece
- Spain and Portugal
- Some Asian countries
- Russian Federation

Haptics: Location of touch

- Appropriate touch in the U.S. is limited to shaking hands in business situations - no hugs or expressions of affection
- In Thailand do not touch the head
- Do not touch Asians on the shoulders or even the back of the worker's chair
- Avoid touching a person with the left hand in the Middle East

Haptics: Case study

Several years ago, when President Carter was mediating peace talks between Egypt and Israel, Anwar Sadat frequently placed his hand on President Carter's knee.

While this sub-textual message was intended as a gesture of warm friendship, the subtler message Sadat was conveying to the world was that he was President Carter's equal.

Haptics: Handshake

- Before extending your hand, introduce yourself. Extending your hand should be part of an introduction, not a replacement for using your voice
- Extending your hand without a voice greeting may make you appear nervous or overly aggressive
- Pump your hand 2 or 3 times
- Shake your arm from your elbow
- If you shake from the shoulder, using your upper arm instead of just your forearm, you risk jolting the other person
- Use the appropriate grip – not limp and not so strong that it becomes painful
- A business handshake is brief, firm and friendly
- Holding on for more than three or four seconds can make other people feel uncomfortable
- Extend handshake with palm perpendicular to the floor and your thumb up
- Give their hand a gentle squeeze, simultaneously giving it 2 or 3 shake of 3/4 inch
- An uncomfortable handshake is remembered negatively for a long time
- Imagine you are opening a door handle and use about the same level of grip in your handshake
- A 'dead fish' or limp handshake will project you as person with low confidence
- A 'lady's finger' handshake is not okay in business, even for ladies. It should be reserved for some social occasions only
- It is always better in business introductions to use only one hand – your right hand
The intention of the double-handed handshake is to show sincerity, trust or depth of feeling towards the receiver
The use of two hands with strangers is seen as intrusive, and too personal. A two-handed shake is called the "politician's shake," because it appears artificially friendly when used on people you barely know.
- Don't offer wet or sweaty palms for a handshake
- If you shake hands with someone who has sweaty palms, do not immediately wipe your hands on your clothing, handkerchief, or tissue
This will embarrass the other person, who might be aware they have sweaty palms
You can discretely wipe them on something after you are out of site, and wash them later

Haptics: Palm positions



Haptics: Double handshakes



The wrist hold



The elbow grasp



The upper arm grip



The shoulder hold

- In order to avoid creating an awkward moment, your shake should end before the oral introduction exchange does.
Without conversation taking place during the entire handshake, it becomes too intimate, and can feel more like hand holding.
- Never offer your hand, at any time in such a way, that makes the other person feel inconvenienced or uncomfortable, e.g. other person's hands are full and a handshake would require them to shift items from one hand to another, or to have to put things down
- With someone of higher status (let them approach you or make the first gesture)

Chronemics

- The study of the use of time in nonverbal communication.
- The way we perceive time, structure our time and react to time is a powerful communication tool, and helps set the stage for the communication process.
- 'Chronemics' is the study of the use of time in non-verbal communication. Time perception greatly affects our lifestyle, movements, speed of speech, and the amount of time set for listening.
- It is also closely linked to a person's social status. The higher the status, the more control the person has over his time. E.g. a boss can talk to an employee whenever he chooses to do so, while the employee has to make an appointment to see the boss.

Chronemics: Cultural differences

- Attitudes toward time vary from culture to culture
- Countries that follow monochronic time perform only one major activity at a time (U.S., England, Switzerland, Germany)
- Countries that follow polychronic time work on several activities simultaneously (Latin America, the Mediterranean, the Arabs)
- North Americans are very time conscious and value punctuality. Being late for meetings is viewed as rude and insensitive behavior. Tardiness also conveys that the person is not well organized
- Germans and Swiss are even more time conscious. People of Singapore and Hong Kong also value punctuality
- In Algeria, on the other hand, punctuality is not widely regarded. Latin American countries have a 'manana' attitude. People in Arab cultures have a casual attitude toward time

Chromatics: Study of colors

- Is the communication through colors
- Explores the physical properties of colour and the effect of color on humans
- Colors have may be positive or negative connotations depending on the culture
- In US, it is common to wear black when mourning, in India people prefer white

- In Hong Kong red is used for happiness or luck and traditional bridal dress; in Poland brides wear white
- In Asia people like colored shampoo, in US shampoo tends to be light colored
- Black is the color of mourning in the U.S., but white is worn to funerals by the Japanese
- In the U.S. white is typically worn by brides, while in India red or yellow is worn
- Purple is sometimes associated with royalty, but it is the color of death in Mexico and Brazil
- Red (especially red roses) is associated with romance in some cultures including the U.S

Chromatics: Case study

United Airlines unknowingly got off on the wrong foot during its initial flights from Hong Kong.

To commemorate the occasion, they handed out white carnations to the passengers. When they learned that to many Asians white flowers represent bad luck and even death, they changed to red carnations.

Olfactics

- The study of sense of smell
- Someone's smell can have a positive or negative effect on the oral message
- North Americans respond negatively to body odors, Arabs are comfortable with natural body odors
- Smell plays an important role in Japanese and Samoans cultures too
- Related to proxemics – closer the people stand more relevant the smell
- In some high-contact cultures such as Samoan or Arab, it is customary to get close enough in conversation to smell the other person
- We tend to react to people based on their smell
- During interaction body odour or too much perfume can make even the most attractive person seem repulsive

Olfactics: Tips

Apply perfume only at 'pulse points' – on the wrist, behind earlobes. Don't 'spray' perfume all over your clothes – it will make you smell over-whelming and some people maybe allergic to smell. Also, you may end up with perfume patches over your clothes!

Silence

- Even we are silent, we are communicating
- What we communicate depends on what kind of silence it is
- Mostly subject of conversation plays major role in this
- The more emotionally loaded subject is, the more silence we need
- Although U.S. persons are uncomfortable with silence, people from the Middle East are quite comfortable with silence
- The Japanese also like periods of silence and do not like to be hurried. Such Japanese proverbs as, "those who know do not speak - those who speak do not know," emphasize the value of silence over words in that culture
- In Italy, Greece, and Arabian countries, on the other hand, there is very little silence

Sign language

Visual Signs

- Crossed bones under a skull
- Cross over a cigarette as warning
- Traffic lights
- Revolving light on the top of VIP vehicle/ambulance

Audio Signs

- Drum beats in jungles in olden times
- Alarm signals
- Blowing a horn
- Buzzer, bells

What does this symbol mean to you?



- In the United States it is a symbol for good job
- In Germany the number one
- In Japan the number five
- In Ghana an insult
- In Malaysia the thumb is used to point rather than a finger



- Turkey: Homosexual
- Commonly: Perfect
- Japan: Money



- Turkey: You get nothing from me
- Commonly: Stop, enough
- West Africa: You have 5 fathers!

Sign language: Case study

An American engineer, sent to Germany by his U.S. company who had purchased a German firm, was working side by side with a German engineer on a piece of equipment. When the American engineer made a suggestion for improving the new machine, the German engineer followed the suggestion and asked his American counterpart whether or not he had done it correctly...

...The American replied by giving the U.S. American "OK" gesture, making a circle with the thumb and forefinger. The German engineer put down his tools and walked away, refusing further communication with the American engineer. The U.S. American later learned from one of the supervisors the significance of this gesture to a German: "You a----le."

Appearance

- Clothing, accessories, color of skin, hair, body shape – all communicate messages
- Appearance has an impact on the person's confidence which shows up immediately in the posture, expressions and voice

Do you feel better the day you are dressed better?

Kinesics

The study of posture, movement, gestures & facial expression

Kinesics: facial expression



Expressions: do's & don'ts

#1 Smile is the most effective, non-expensive and under-utilized resource to appear approachable

#2 Many unknowingly have a frown on their face, especially due to constant 'self-talk' - be cautious

Kinesics: gestures & postures

- Eyes, hands, head and various combinations of it communicates something
- Groups of gestures & postures
- Head
- Face
- Hands

- Feet
- Sitting
- Standing

Oculesics

- Eye movement can signal what mind is focusing on
- Recalling what they saw or picture- eyes move upward
- Recalling a sound-eyes move to side and head tilts
- Recalling a feeling-eyes move down and right
- Mentally talking- eyes move down and left

Oculesics: Neuro Linguistic Programming

The first time 'visual accessing cues' were discussed, was by Richard Bandler and John Grinder in their book 'Frogs into Princes: Neuro Linguistic Programming'

From their experiments this is what they found that when asked a question a 'normally organized' right-handed person looks (from your viewpoint, looking at them)...

Oculesics: Myths

- There are some myths about eye-accessing cues. One cannot tell whether someone is lying or what they are thinking about by watching their eyes, however, you can tell which 'sensory systems' they are accessing. They give cues and not the exact content of the thoughts
- Reading eye movement needs tremendous experience and practice. It is wrong to think that having the knowledge alone is adequate

Oculesics

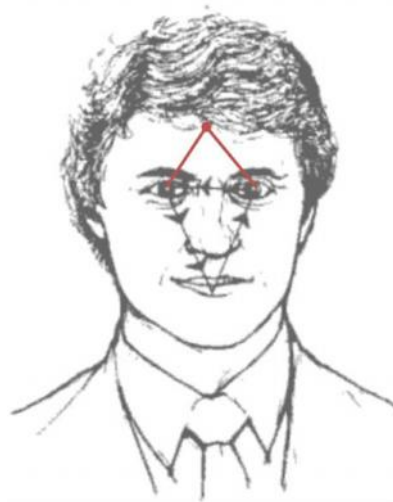
- NLP uses 'Lateral Eye Movement (LEM)' the phenomenon to help recognise patterns of thinking and primary processing systems (whether people use vision, sound or kinesthetic to trigger their thinking – representative systems)
- The representative-system groups are:
 - Visual: the things we see
 - Auditory: the things we hear
 - Kinesthetic: feel (touch/emotion), and taste or smell

Oculesics: Understanding preferences

Simply remember something pleasant; perhaps you are on holiday, taking a trip to the countryside or enjoying a romantic evening.

What's the your first thought or sensation in the instant that the memory comes to mind? It might be your preferred system among **V-A-K**

Oculesics: Eye contact



- **Zone of power gaze**
- **Zone of social gaze**

- Eye contact is equated to honesty and confidence
- In some cultures eye contact with elders and superiors may not be okay
- During 'eye-contact' the gaze moves in the 'zone of social gaze'
- Looking at someone intently in the 'zone of power gaze' is intimidating

Para linguistics

Refers to vocal elements consisting of:

- Pause
- Volume
- Pitch
- Word stress
- Tone of Voice
- Rate of Speech

Para linguistics: Volume

- Loudness of our voice should be adjusted according to size of audience
- Some speakers wrongly believe only way to sound convincing is to speak louder
- On the other hand, speaking too softly in a group can signal low confidence
- Volume becomes higher in a state of anger or anxiety

Para linguistics: Rate of speech

- Rate of speech is the pace of speaking
- Very high pace will make the speech difficult to understand, too slow will make it tedious and boring
- Vary speed depending on the audience's familiarity with the language and the subject

Para linguistics: Pitch

- The 'shrillness' to 'base' characteristics
- When agitated, anxious or angry voice tends to become high-pitched or shrill
- Produced by the physiological activities in the larynx
- Men generally have low pitch due to a comparatively larger larynx

Para linguistics: Pause

- Pauses have to be at the right moments
- A pause can be highly effective in emphasizing the upcoming subject and in gaining listener's attention
- Arbitrary pauses spoil the speech and be distracting
- Very important for a speaker to carefully monitor pauses

Read the following sentences pausing at the 'full-stop'

Let me tell you something. I really like this exercise.

Let me. tell you. something I. really like this. exercise.

Para linguistics: Tone

Say the sentence as a praise

Answer: That looks **good** (high pitch) on you

Say the sentence as a criticism

Answer: **That** (low) looks good on you

Say the sentence as a praise

Answer: That was **some meal** (high)

Say the sentence as a criticism.

Answer: **That** (low) was some meal

Para linguistics: Word stress

Say the sentence stressing on the words in **bold**

- **She's** giving this money to me
Meaning: SHE is the one giving the money, nobody else
 - She's **giving** this money to me
Meaning: She is GIVING, not lending
 - She's giving this **money** to me
Meaning: MONEY is being exchanged, not anything else
 - She's giving this money to **me**
Meaning: I am getting the money, nobody else
-
- **I** like him very much
Meaning: You like him, not the other person
 - I like **him** very much
Meaning: It is that guy you like, not someone else
 - I like him **very much**
Meaning: You have very strong feelings

Para linguistics: Tip

When angry or upset, the volume, pitch and rate of speech becomes high.

Take a deep breath – lower your volume and pitch and speak at a normal pace to appear 'in control' of yourself

BODY LANGUAGE

Reading Body Language



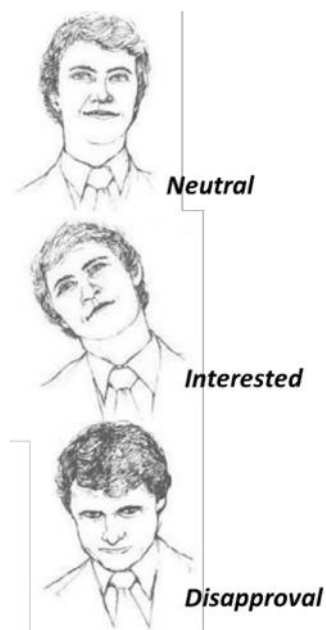
Kinesics

The study of posture, movement, gestures & facial expression

We classify kinesics into 5 different categories:

- Kinesics: Affect displays
Movements of the face to convey or show emotions, e.g. happy, sad, fear, anger, etc
- Kinesics: Emblems
Use as substitution of words like 'ok', 'peace', 'be quiet', etc
- Kinesics: Illustrators
Accompany and literally illustrate the verbal message. E.g. saying, 'let's go' while motioning with your hands for them to go, it was 'this big' while showing how big, taking a circular motion while talking about a circle
- Kinesics: Regulators
Monitor, maintain, or control the speaking of another individual, e.g. nodding your head, signaling 'stop', 'keep going'
- Kinesics: Adaptors
 - Satisfy a need & are usually unconscious. Are of 3 types:
 - Self-adaptors: Satisfy a physical need, e.g. scratch head because of dandruff
 - Alter-adaptors: Movements in response to current interaction, e.g. crossing arms when someone unpleasant approaches
 - Object-adaptors: Manipulation of objects, e.g. chewing pencil, bringing a chair in front if someone comes too close

Gestures & postures: Feedback



Neutral: Taken by the person who has a neutral attitude about what he is hearing. The head usually remains still and may occasionally give small nods

Interested: When the head tilts to one side it shows interest has developed.

Disapproval: When the head is down, it signals that the attitude is negative and even judgmental. Action needs to be taken to change his head position.

Gestures & postures: Defensiveness



Standard arm cross



Partial arm cross



Disguised barrier



Disguised barrier



Arm cross with fist



Arm cross with thumbs

Crossed arms signify defensiveness, nervousness, being closed

People may cross arms fully partially or disguise it. e.g. fiddle with watch, cufflink, bracelet, purse

Crossing arms with closed fist additionally shows defensiveness with hostility

Crossing arms with thumbs-up shows defensiveness and coolness

Gestures & postures: Frustration



Hand-gripping-hands

Hand-gripping-wrist



Hand-gripping-upper arm

One hand gripping the other behind the back is a superiority gesture. British and other loyalty, school principals, army and police personnel, etc are seen demonstrating this

This is also the frustration gesture and an attempt at self-control. It is as if one hand is holding the other to prevent it from striking out. Higher the hand moves in holding the other, greater is the frustration or anger

Gestures & postures: Anticipation



Rubbing the palms together is a way in which people non-verbally communicate positive expectation

Gestures & postures: Frustration



Hands clenched in raised position

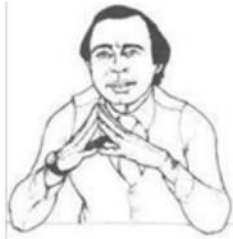
Hands clenched in middle position



Hands clenched in lower position

- This is a frustration gesture, signalling that the person was holding back a negative attitude. The gesture has three main positions
- The person would be more difficult to handle when the hands are held high, than he would be with the person whose hands are resting on the desk position

Gestures & postures: Confidence



***Raised steeple
(while talking)***



***Lowered steeple
(while listening)***

- This gesture shows confidence and superiority
- Used frequently in manager-subordinate interactions and while giving instructions
- Raised steeple is normally used when the person is talking
- Lowered steeple is normally used when the person is listening

Gestures & postures: Deception



Mouth Guard



Nose Touch



Eye Rub



Ear Rub



Neck Scratch

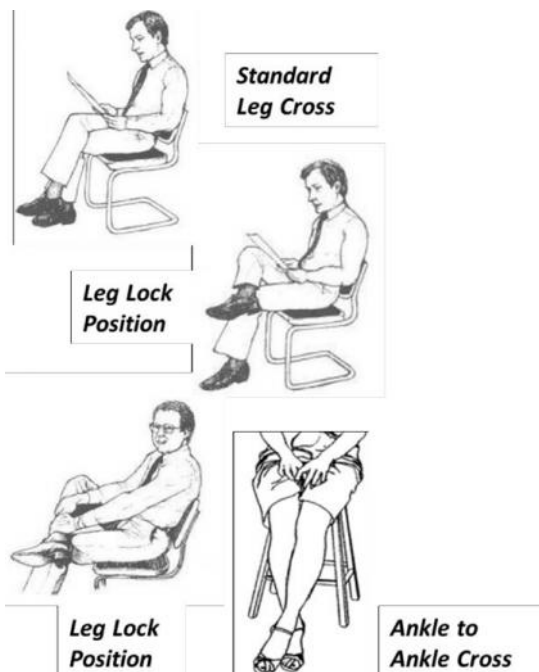
- The mouth, eyes and ear touch gestures are indications of 'say no evil', 'see no evil' and 'hear no evil', used when a lie is being told
- When the speaker uses this, it indicates he is being untruthful
- When the listener uses this, it means he does not believe the speaker
- The nose touch is a sophisticated version of the mouth guard
- 'Neck scratch' is a signal of doubt and uncertainty – the person does not agree with you

Gestures & postures: Evaluation



- Closed hand on the cheeks with index finger pointed upwards shows interest
- As the interest goes down the head begins to rest on the hands showing boredom
- Thumb supporting the chin with fingers pointing upwards shows negative thoughts (often accompanied by eye rub)
- Chin stroking shows the person is trying to take a decision

Gestures & postures: Leg-cross



- The standard leg cross is a common posture for sitting for men and women across Europe
- The leg lock is more common among men from U.S. This is not acceptable in Arab countries as pointing of feet is an insult
- Leg lock with arms is a competitive and argumentative position shown by a person not willing to budge
- Ankle to ankle cross is a polite and demure manner for women to sit

Reading body language



This person has folded his arms. What could it mean?

- He is defensive?
- He is feeling cold?
- He feels comfortable standing like that?



This person is scratching his head. What could it mean?

- He is unsure?
- He has dandruff?
- It's a habit?

Body language should always be read and interpreted in reference the following three elements:

- Context
- Cluster
- Congruence

Reading body language: Context

- Context refers to the physical characteristics of the place or people – e.g. temperature, furniture, health and physique of the person – anything that may have an impact on the gesture
- In the same way as spoken words may have different meaning in different context, body language signs also have contextual meaning
- A person sitting with hands and legs tightly crossed on a cold day outside could just be cold but same gesture while he is sitting across the table can mean negative or rejection
- At times body restrictions can also alter body language. An obese person has difficulty in crossing arms

Reading body language: Cluster

- Cluster is a group of gestures
- Like words a single gesture can have various meanings; scratching the head can mean uncertainty or be a sign of dandruff
- Need to look at gesture cluster for accurate reading
- The main critical evaluation gesture is hand to face gesture with index finger pointing up the cheek, other fingers on mouth and thumb supporting the chin
- Further evidence of legs crossed tightly and arms crossed (defensive) with the head and chin down (negative), this person is saying that 'I don't like what you are saying' or 'I disagree'

Reading body language: Congruence

- Congruence is the consistency among gestures within a cluster
- The words and different gestures should give out the same message for the listener to believe or be convinced
- When words and body language are in conflict, the non-verbal, which carry 5 times more impact than words, are believed
- Observation of gesture clusters along with congruence are key to accurate reading

Reading Expressions



The facial expression of **fear** is often confused with surprise. But when we're surprised, our eyes open wider than when we're afraid, and our mouth isn't pulled sideways, like it is here; instead, our jaw drops and the mouth hangs open. Plus, our eyebrows are relatively flat when we're afraid; they arch more when we're surprised.

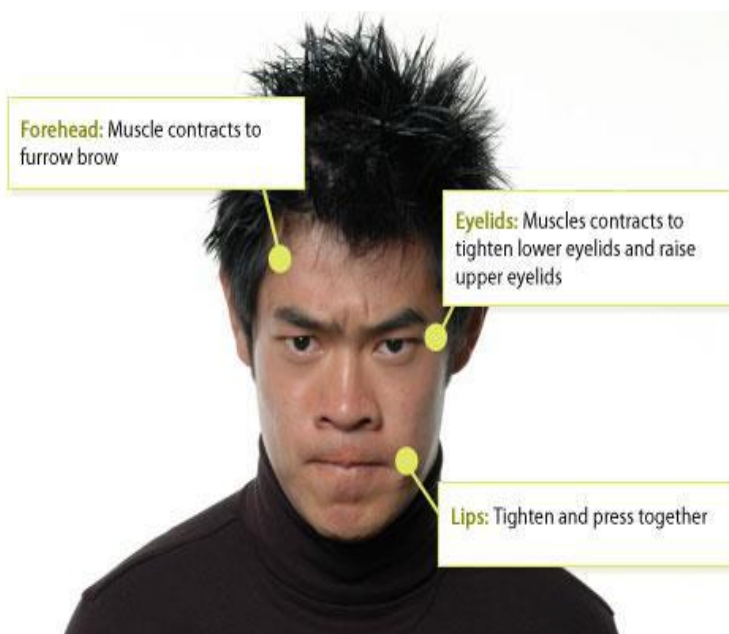


Eyelids: Muscles tighten around eyes, pouching of lower eyelid

Lips: Corners pulled up

Happiness

This is a classic display of a genuine smile, called a Duchenne smile*, which signals happiness. It's defined by two muscle movements. The movement common to all smiles is the zygomatic major muscle *pulling the lip corners up. But, critically, what reveals this as a genuine smile is what happens around the eyes: The orbicularis oculi muscles *tighten, making those wrinkles, or crow's feet, around the sides of the eyes and creating that pouching of the lower eyelid.



Forehead: Muscle contracts to furrow brow

Eyelids: Muscles contracts to tighten lower eyelids and raise upper eyelids

Lips: Tighten and press together

Anger

You see these muscle movements—in the lips, around the eyes, and in the brow—when people are feeling aggressive, threatened, or frustrated. Researchers think we make this expression when we're angry because it could protect the face in a physical conflict—for example, the furrowed eyebrows could protect the eyes.



Head: Moves down and to the side

Lips: Press together and corners turn up slightly

Embarrassment

When people are embarrassed, they avert their gaze, which means they move their head down and to the side, exposing their neck. And the embarrassed smile is different from other smiles: The lips press together tightly, reflecting feelings of restraint or inhibition.



Head: Tilts backward

Lips: Corners go up in slight smile

Jaw: Thrusts out

Pride involves signs of dominance. The corners of the lips rise slightly, signaling that the person is happy. But what distinguishes this from happiness is that the head tilts back, with a slight jaw-thrust. Those are classic signs of power and dominance—they suggest that we're feeling strong.

Eyes: Eyebrows and upper eyelids rise



Mouth: Opens as jaw drops

Surprise is often confused with fear. But when we're afraid, our lower eyelids tighten and our eyebrows look flat and tense; with surprise, our upper eyelids rise up and our eyebrows arch. Also, our jaws drop when we're surprised, but our lip corners go sideways when we're afraid, making the mouth look tighter.

Head: Tilts to the side



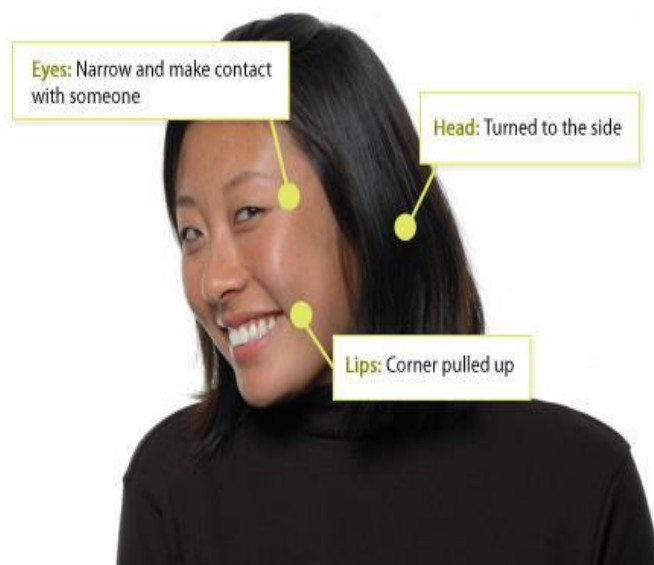
Eyes: Look to the side

Lips: Corners tighten on only one side of the face

Contempt is when you look down on somebody derisively or suspiciously. What's important about the expression of contempt is that the lips tighten on one side of the face but not the other. If the tightening were on both sides of the face, the person could be swallowing or salivating.



When we feel **disgust**, the muscles above the upper lip pull up, raising the upper lip, wrinkling the nose, and narrowing the eyes.



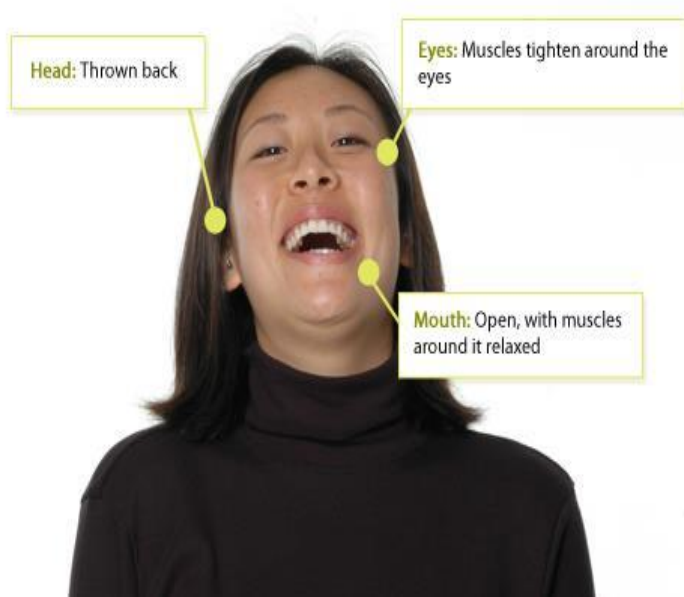
This is a coy, **flirtatious** smile. What conveys flirtatiousness is when someone turns his or her head away to signal 'I'm not interested in you,' but simultaneously makes eye contact. That's a universal display that reflects the ambivalence of flirtation—the flirter avoids and approaches someone at the same time.



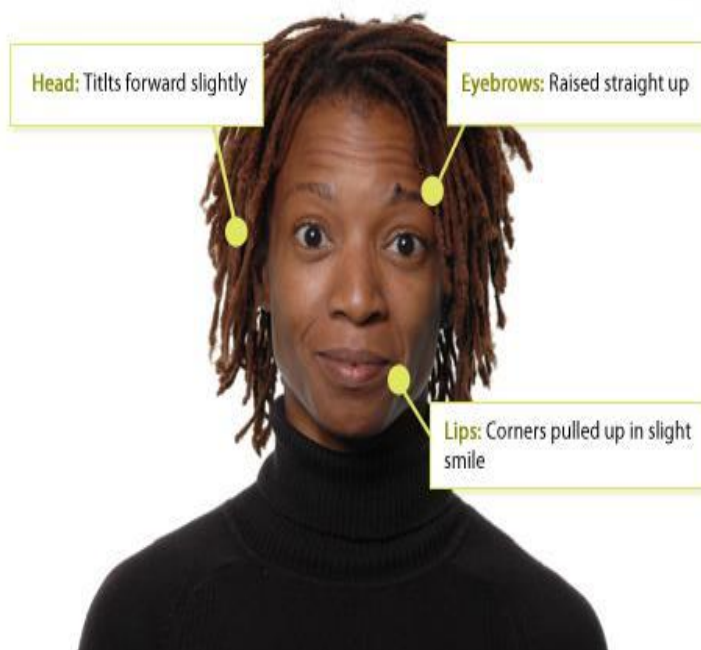
When we **feel** pain, our facial muscles move in ways that contract the face and protect us from harm. In the upper half of the face, the orbicularis oculi muscles around the eyes contract, closing the eyes tightly, and the corrugator muscle lowers our eyebrows. In the lower half of the face, our lips tighten and press upwards.



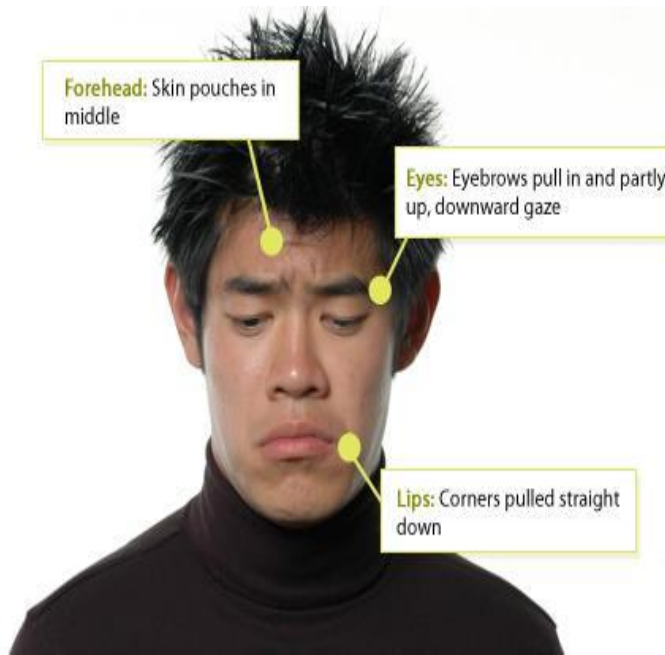
When people feel sympathy or **compassion**, the corrugator muscles pull the eyebrows in and up, their lips press together, and their head tilts forward slightly—a sign of social engagement.



The tell-tale signs of genuine **amusement** are the open mouth and the backwards head movement. And like a genuine smile, you can tell a genuine laugh when you see the muscles contracting around the eyes, making crow's feet.



When we're **interested** in something, the frontalis muscles raise our eyebrows straight up, and our lip corners turn up in a slight smile, suggesting we're feeling pleasure.



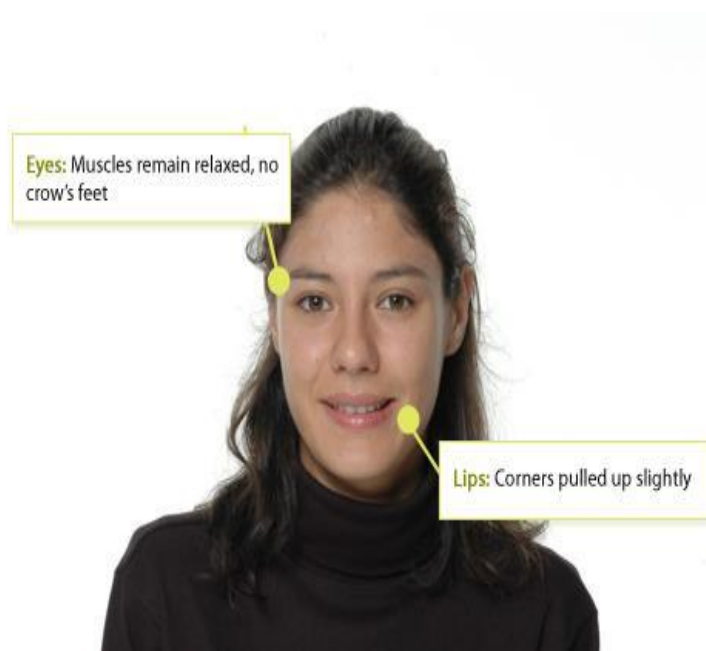
Sadness is characterized by oblique eyebrows, where the corrugator muscles pull the eyebrows in, but the inner part of the frontalis muscle pulls them up. There's also a little pouching in the inner part of the forehead, and people will often look down. Plus, the corners of the lips are pulled straight down, giving the mouth a curved look.



Desire is signaled through the mouth, with lip bites, puckers, or (as in this case) lip licks. The mouth is probably so strongly linked to desire because of the connection to kissing. People often make this facial expression when they're interested in someone else sexually, but not necessarily romantically.



Shame is a very simple display but a powerful one. It simply involves gaze aversion, with the head moving down so that the chin tucks into the neck. It's the opposite of pride: Whereas with pride our head tilts back and our chin goes up, shame often constricts our posture as a sign of submissiveness



Politeness

This is a non-Duchenne smile—a smile that doesn't signal true happiness. It suggests that the person is trying to seem polite and cooperative, but they don't genuinely feel happy.

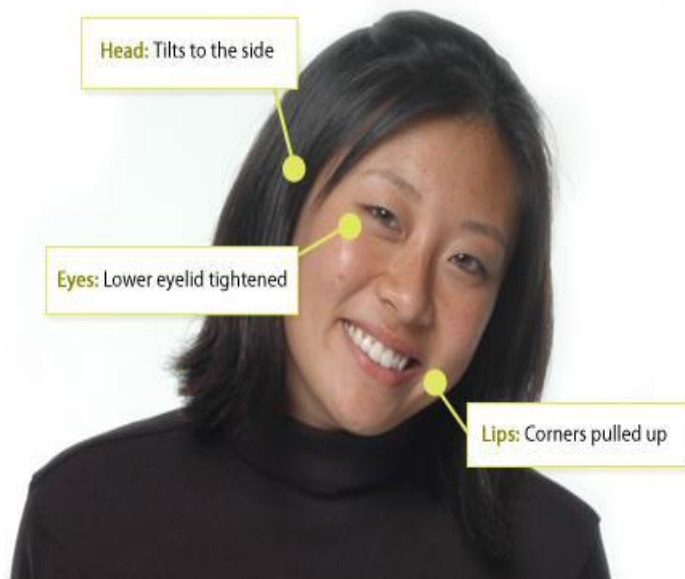


With about 30 percent of **embarrassment** episodes, people touch their face, which is happening here. Some experts believe the face touch is a defensive movement, to protect the face after the person violated some social rule.



When we feel **pain**, our facial muscles contract the face and protect us from harm.

In the upper half of the face, the orbicularis oculi muscles around the eyes contract, closing the eyes tightly, and the corrugator muscle lowers our eyebrows. In the lower half of the face, our lips tighten and press upwards.



When we feel **love**, our facial expression often resembles happiness: The zygomatic major muscle pulls the lip corners up, and there's a tightening of the lower eyelid.

Mirroring

- Mirroring is demonstrating or copying the same body language (posture, gesture, voice) as the other person
- Done to gain acceptance or build rapport
- Called Monkey see Monkey do
- Subordinates mirror leaders
- Children mirror parents
- Practice is required to be able to mirror well. Begin with friends and family

Practice exercise



Liking, love – intimate distance, touch, smile, eye contact.



Lack of rapport – both hands clasped, leaning away, looking away, man appears to have the upper lip curved – could be contempt



Lack of rapport, disagreement, resentment – distance, leaning away, looking away, man with critical evaluation gesture, other hand on hip – possible dominance, women appears to have a partial arm barrier.



Appearance says travelling, happy, confident – posture upright, smile, relaxed stance



Love, attraction – intimate distance, body contact, eye contact (like a prolonged gaze), smile



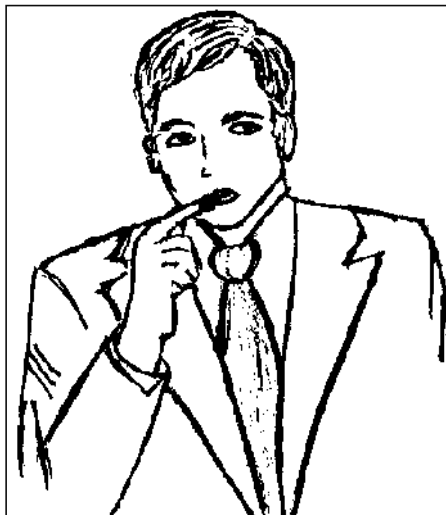
(2) Blonde lady with short hair – hand on hips shows dominance.



When children are small and tell a lie, their hands fly over their mouth



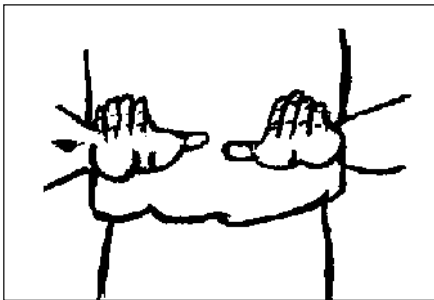
A teenager might “refine” this inherent gesture by simply bringing tips of fingers to the mouth



An adult may bring the little finger to edge of mouth



An appeal or request to others. Open palm will be perceived positively



A desire to stop or hold something down. Downward palm used to control or dominate



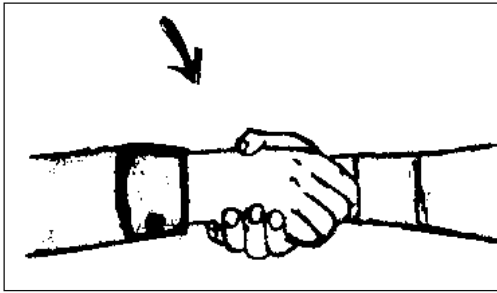
Palms-up expresses submission



Palms-down expresses authority



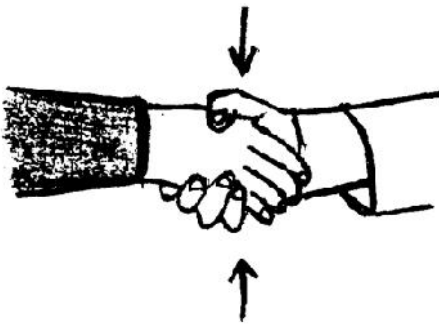
Closed palm with extended finger expresses authority that borders on tyranny



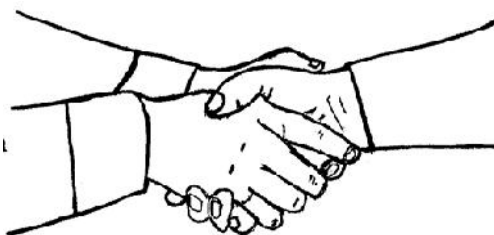
Dominance is shown by turning hand so that palm is facing down during the handshake.



Submission is shown by turning hand so that palm is facing upwards during the handshake



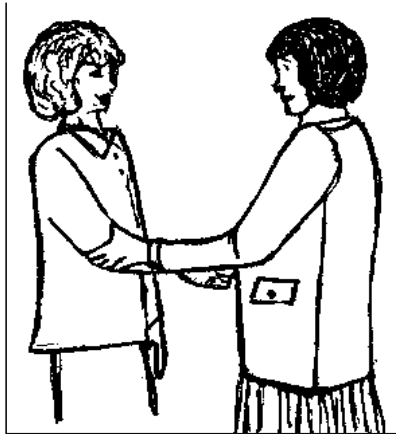
Equality is shown by turning palm so that it faces neither up nor downwards



The 'glove' handshake

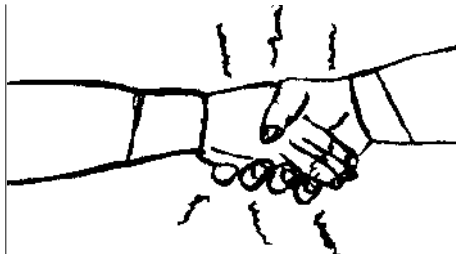
It is intended to give impression of companionship and warmth.

-Sometimes referred to as "politician's handshake".



Clasping the arm handshake

This too is intended to demonstrate sincerity and warmth but is often seen as a violation of personal space.



Knuckle crusher handshake

- Sometimes referred to as the "Texas Vice".
- Thought to be due to socialization process which encourages boys to demonstrate their assertive, powerful, "manly" attributes.



'Dead fish' handshake

- Carries negative connotations and generally considered to demonstrate weak, apathetic, or submissive individual.
- Traditionally an acceptable handshake for women.



'Lady's finger' handshake

- Sometimes happens when one party "misses his/her mark" due to lack of confidence or nervousness.



Straight-arm extension handshake used when the person wants to maintain distance

- Primary purpose is to maintain distance and formality.

-Sometimes people from rural areas who are used to keeping their distance will use this handshake.



Hand clenching

when clenched hands are held at chest level and against body, this is often indication of personal pleading



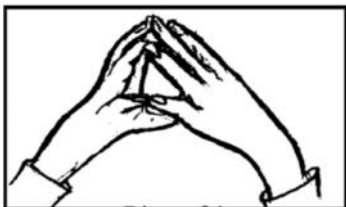
Hand clenching

when clenched hands are at chin or chest but not next to body, this is signal of frustration or negativity



Hand chop used while speaking to emphasize

-Although this is a forceful gesture, it does not have the violent connotation as does the chopping fist with extended finger.



Steeple, a sign of confidence and superiority. Raised steeple used while speaking and lowered steeple used while listening

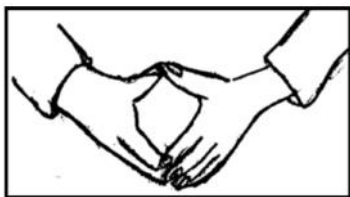




Fig. 23



Fig. 24



Fig. 25

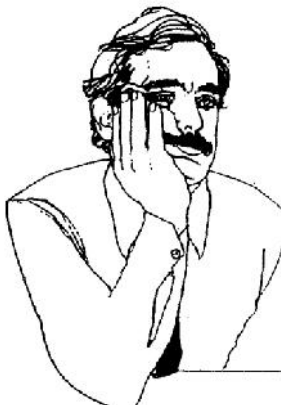
Hands clasped at the back – sign of superiority (Fig 23) or frustration (Fig 24, 25)



Thumb presentation – show of superiority



Finger(s) to mouth – insecure, nervous, under pressure



Hand to chin & cheek - indifference/ boredom gesture



Positive evaluation

If the hand is closed and resting on cheek with index finger extended towards temple (and not used as head support), this indicates interest.

-Men tend to hold their head in a vertical position, whereas women tend to tilt their head when using this gesture.



Forming a decision gesture



Mouth guard gesture – 'say no evil'

-A signal that he/she is exaggerating or lying.

-If, however, someone covers his/her mouth while you are speaking, it indicates that listener doesn't believe you!



The nose touch gesture

A modified version of mouth guard gesture.

-May be physiological reason for this gesture: researchers determined that lying can cause sensitive nerve endings at base of nose to tingle and itch



The eye rub gesture – ‘see no evil’

A subconscious gesture that is used when a person is intentionally trying to deceive others.

-Whereas a teenager will obviously look down at his/her feet when trying to deceive, an adult might rub the corner of his/her eye which allows a break in eye contact.



The ear rub – ‘hear no evil’

A subconscious gesture that indicated the individual is perplexed about what he/she is hearing.



Back neck rub – deception or frustration (‘pain in the neck’)

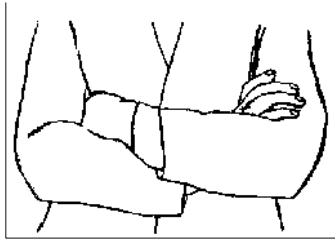
Has a couple of meanings:

-Sometimes people who are lying will rub back of neck while looking down and avoiding your gaze.

-Other times this gesture is a signal of frustration or anger (“pain in the neck”).



Hands behind head – relaxed, superiority, smugness



Folded arms – defensive, insecure

A common posture whereby an individual will casually fold arms across the chest.

-Posture may be in response to the cold.

-More often, this posture signifies a defensive or insecure attitude.

-If both hands are tucked under armpits, this generally signifies a response to the cold.



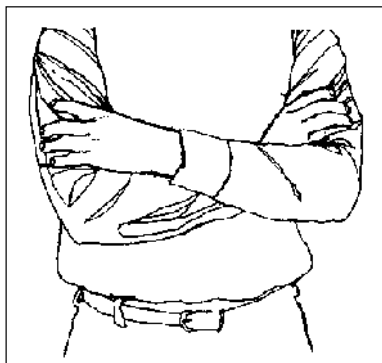
Folded arms with clenched fists – defensiveness with hostility



Single arm cross

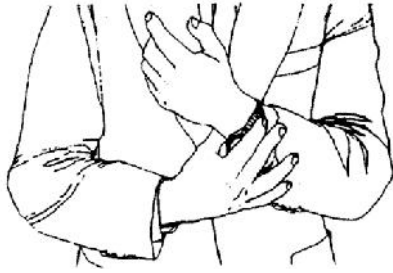
Subtle version of full arm cross.

-Generally signals insecurity.



Arm gripping

This variation of arm folding usually indicates insecurity and fear



Sophisticated Arm Cross Barriers

Posture is often intermittent and takes place when one arm reaches across the chest to touch a watch, shirt, cuff, shirt button, or bracelet, etc.

-Gesture provides a discreet, temporary barrier every time someone adjusts a watchband or straightens a shirtsleeve.



Crossing at the knee – standard sitting posture in Europe

A relaxed social leg crossing posture that is assumed by both men and women in Europe.

-Generally in America, this posture is limited to females and thought to be essentially effeminate.



Ankle on knee – sitting position in US. Not acceptable in Middle East as the display of sole is an insult

Sometimes referred to as the “cowboy” pose and is a predominately male form of leg crossing in the Western world (particularly in US).

-This posture is not acceptable in Middle East since any display of the sole of a shoe is an insult.



Leg lock position – the position of the ‘free foot’ is important – if tucked behind the stationary foot or chair – shows defensiveness, nervousness

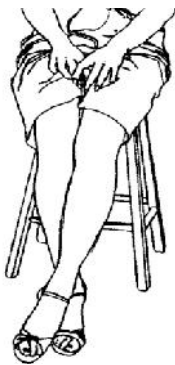
A posture where legs are crossed at the knee and the free foot is tucked behind the ankle of the stationary leg or locked to front leg of the chair.

- Generally women will assume this posture.

- Many women will sit like this when cold.

- Some women will assume this posture when they are nervous or defensive.

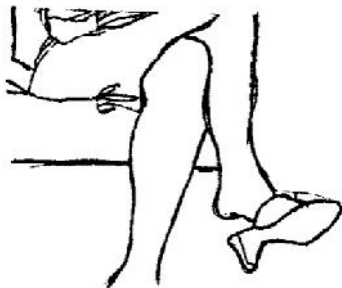
-The foot acts like an anchor and provides a pseudo form of security.



Ankle to ankle leg cross

This is considered the most polite, demure form of leg crossing.

- Used by people posing for formal pictures and sends a message of proper form and decorum.



Foot Tapping or Wagging – impatience, nervousness, boredom

Repetitive tapping or wagging of the foot is an indication of impatience, boredom, or nervousness.

- The redundant foot movements are said to reflect a latent desire to run away.



Hair Stroking and Head Tossing

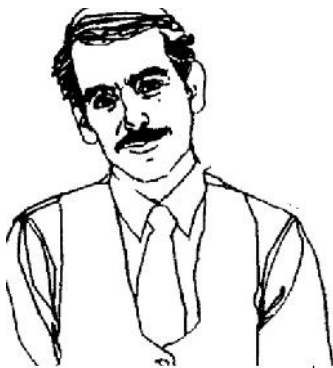
Absent-minded running of fingers through hair or swishes hair behind shoulders with a toss of the head is an unconscious gesture that occurs when an individual finds someone attractive.



Hair twisting – nervous distraction

This is generally a sign of nervous distraction.

-A variation of this is the twisting of a neck chain.



Sideway head tilt indicating interest

A slight tilt of the head to one side indicates interest on that individual's part.

-Seems to be an inherent gesture and is not limited to the human species.

-Women tend to use the head tilt gesture more than men do.

-Oftentimes, when women use this posturing in the presence of a man, it is an indication that she finds him attractive.



Backward head tilt – superiority – 'nose in the air'

This gesture generally indicates a perceived superiority and (sometimes) contempt for people he/she is interacting with.

-This gesture probably gave rise to sayings like, "looking down his nose" (at someone), or "she has her nose in the air".



One lifted eyebrow – skepticism

When one eyebrow lifts while the other remains in the natural position, it signals skepticism.



Raised Eyebrows

This gesture can indicate a couple of things:

- rapid lift of both eyebrows and widening of the eyes is most often an unconscious display of greeting behavior.

- can also represent a flirting gesture; different from greeting behavior in that the raised eyebrow position is sustained slightly longer (or gesture might be accompanied by a sideways glance).



Wide-eyes showing surprise – and if accompanied by blinking then innocence

) If this gesture is accompanied by blinking, it indicates innocence (if eyes still maintain eye contact).

-Wide eyes are also an indication of surprise.



Skewed mouth – shows sarcasm or contempt

A distorted version of the smile that indicates sarcasm.



Nose flare – agitation or anger

An indication of agitation or indignation (which might border on anger).

Remember... *Actions speak louder than words*