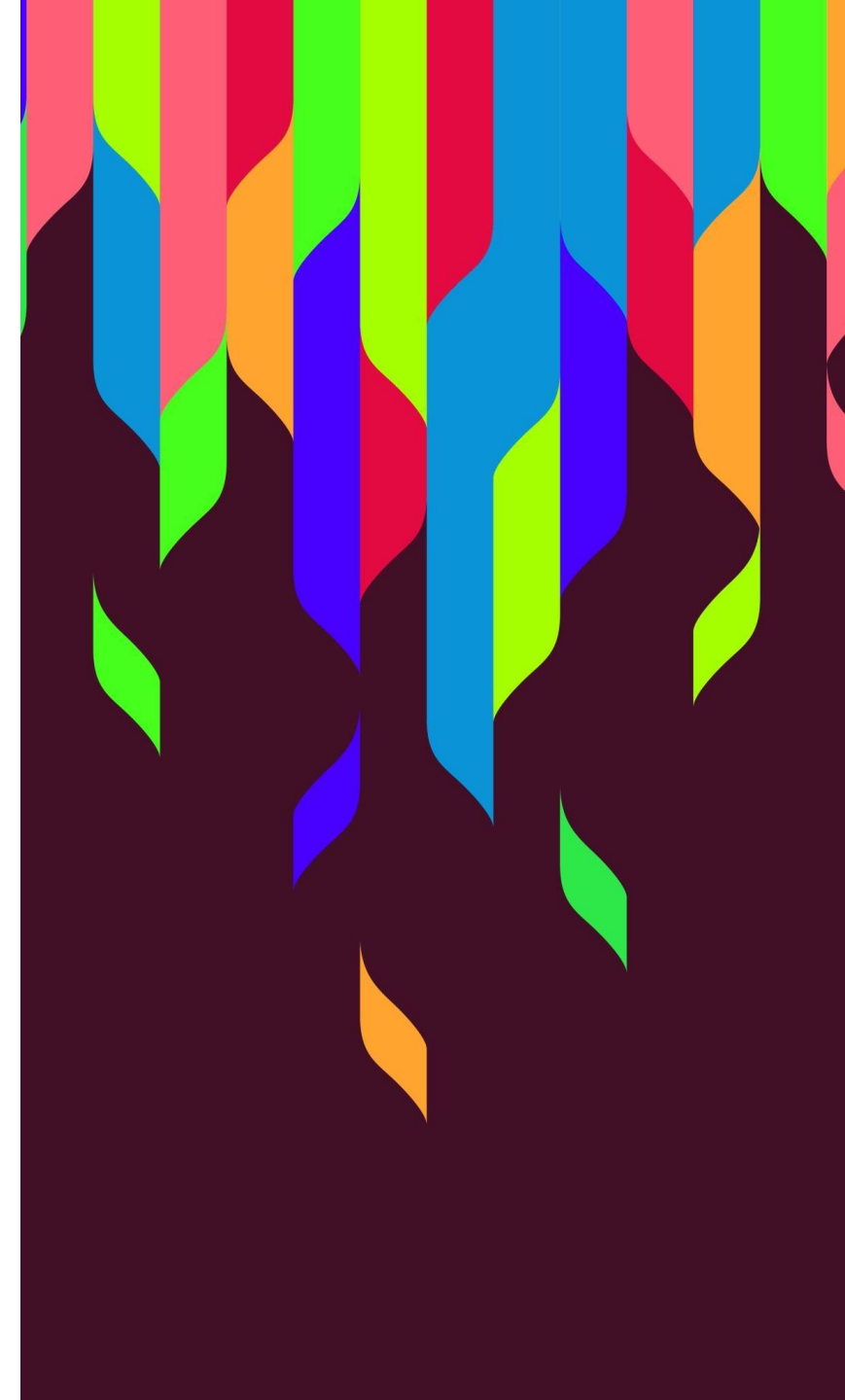


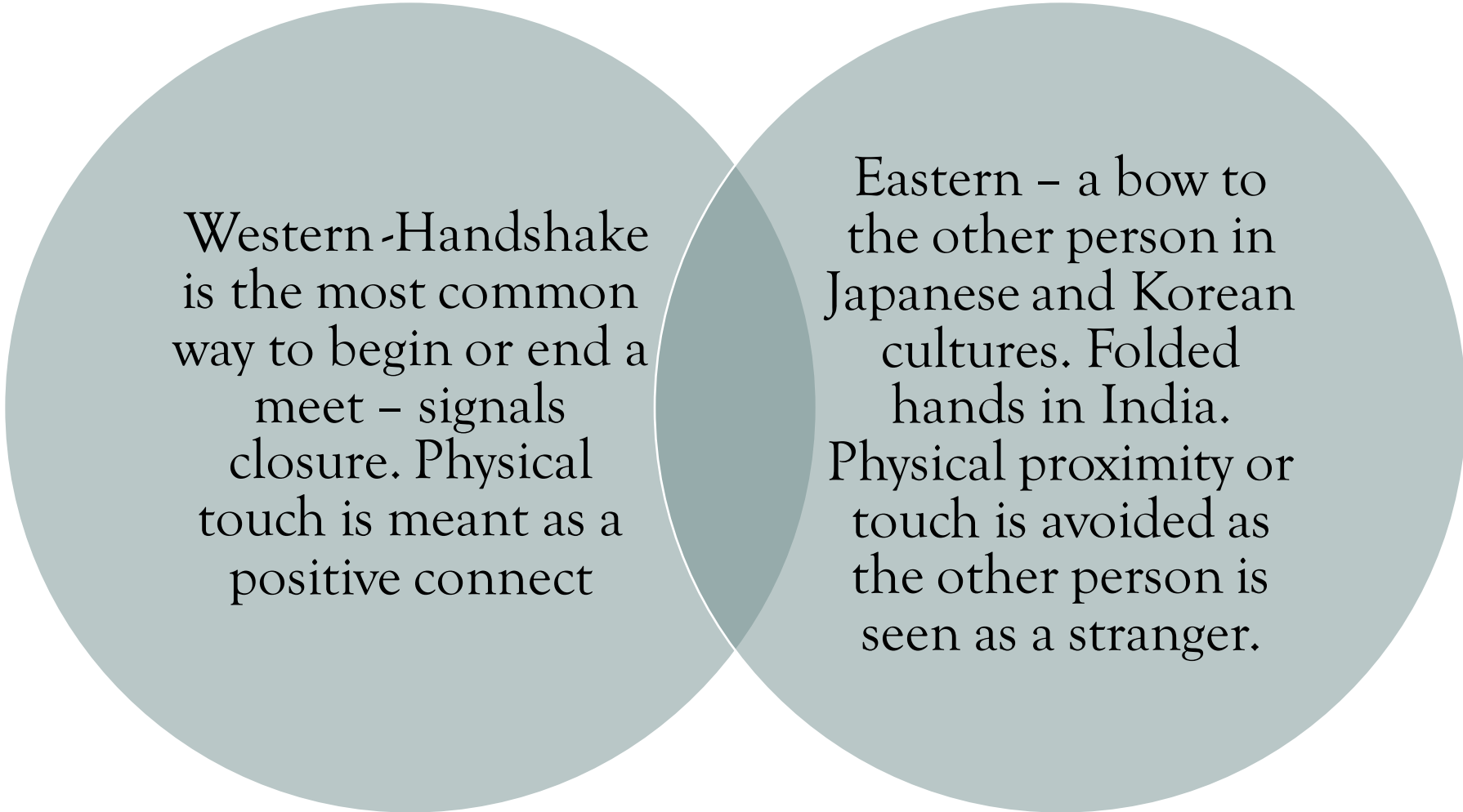
ADVANCED COMMUNICATION SKILLS

Unit 2 Part 2



CULTURE AND BODY
LANGUAGE PROXIMITY
DO'S AND DON'TS OF BODY
LANGUAGE


WHAT'S IN A GREETING?



Western-Handshake is the most common way to begin or end a meet – signals closure. Physical touch is meant as a positive connect

Eastern – a bow to the other person in Japanese and Korean cultures. Folded hands in India. Physical proximity or touch is avoided as the other person is seen as a stranger.

WHAT'S IN A HANDSHAKE?



Western –
Authoritative
and confident

Eastern – rude
and aggressive

Middle East
Asia and some
Asian
countries– Men
do not shake
hands with
women.

In Northern
Europe, a quick
and firm
handshake
is the norm

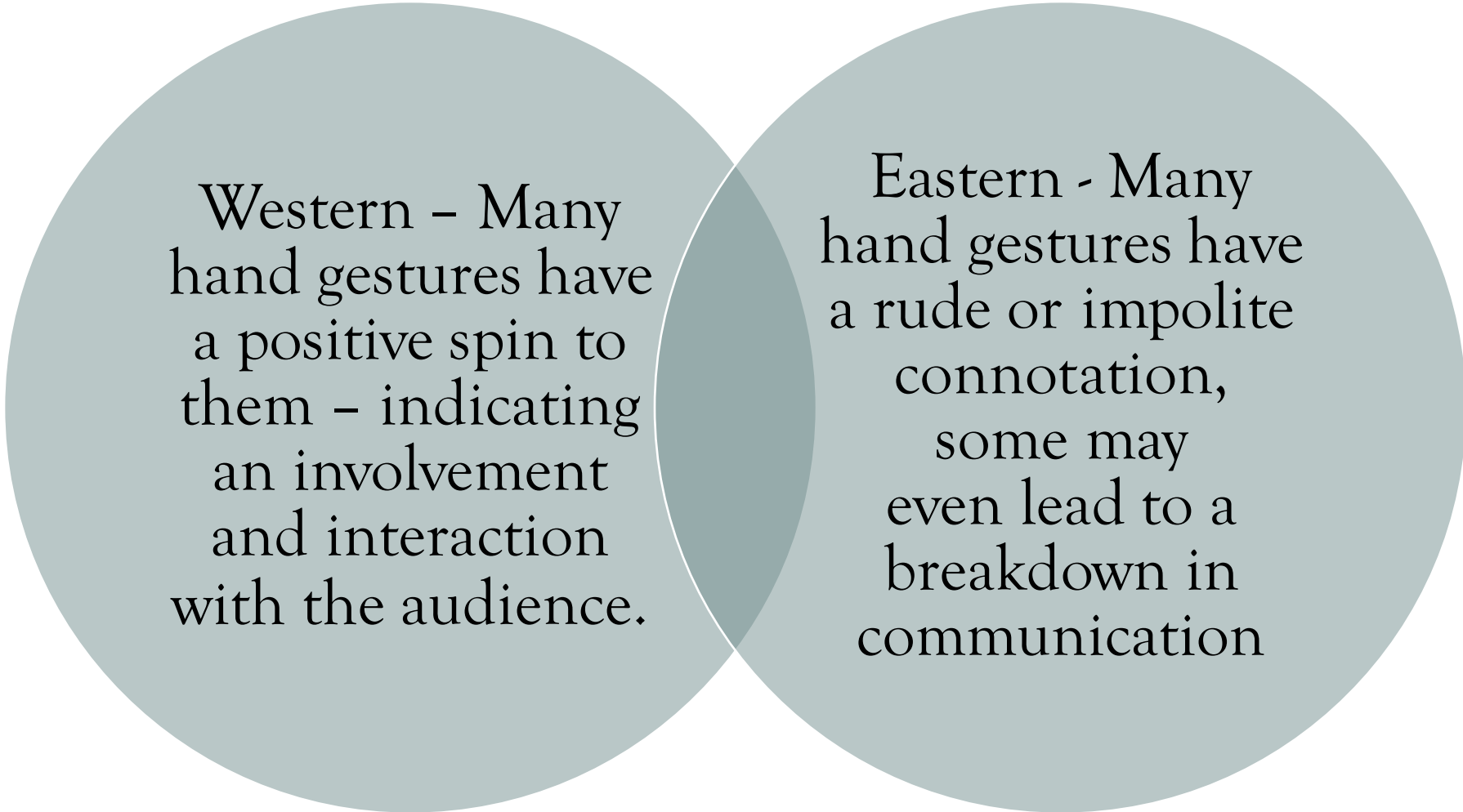
In Southern
Europe and in
South America,
handshakes are
longer and
warmer

WHAT'S WITH EYE CONTACT?

Western – Holding steady eye contact is a sign of engagement and involvement with the speaker

Eastern – Holding eye contact for more than a few seconds is a sign of disrespect – especially if the speaker is an older person

WHAT'S IN A HAND GESTURE?

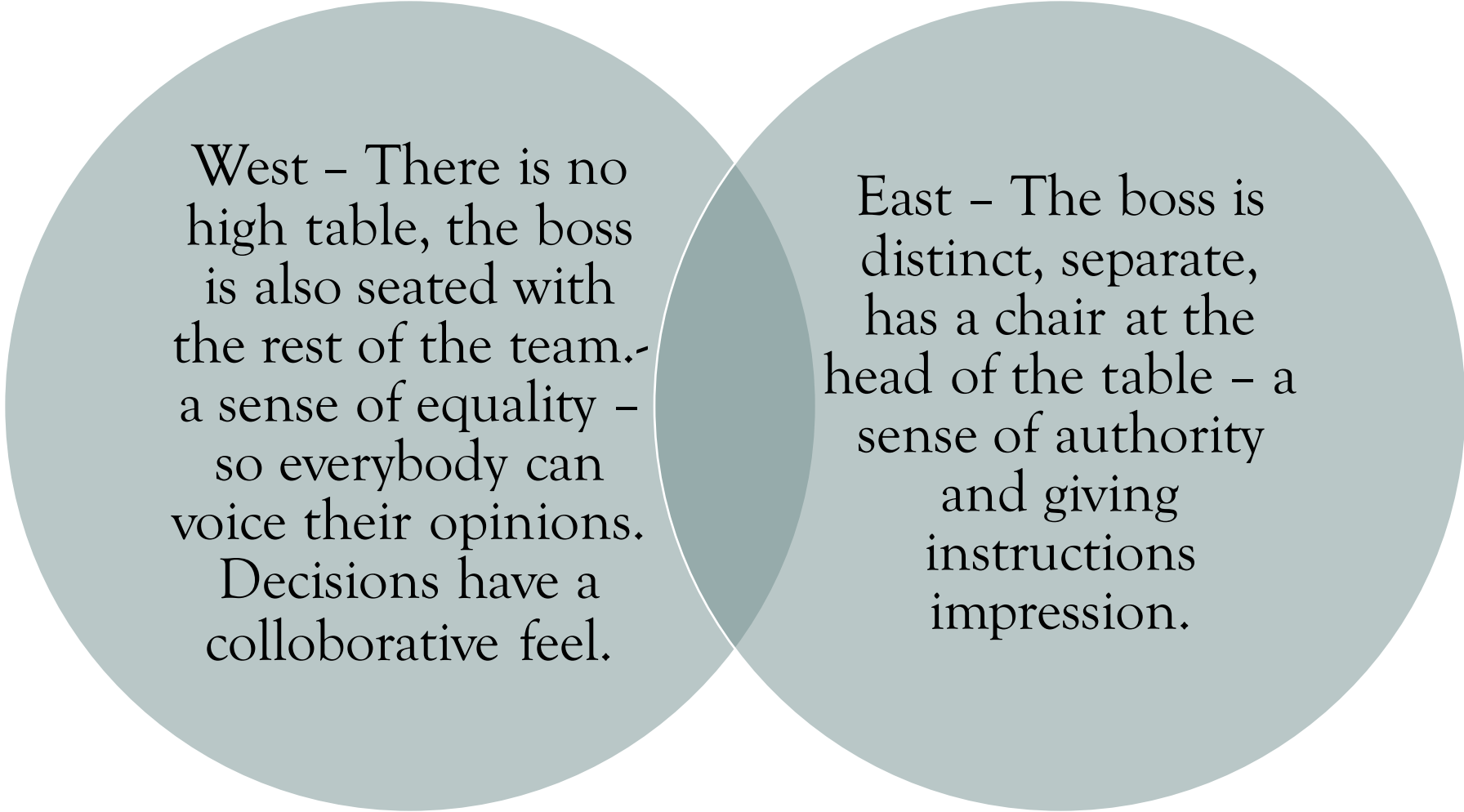


Western – Many hand gestures have a positive spin to them – indicating an involvement and interaction with the audience.

The diagram consists of two overlapping light blue circles. The left circle contains text about Western hand gestures, and the right circle contains text about Eastern hand gestures. The circles overlap in the center, but no text is present in the intersection.

Eastern - Many hand gestures have a rude or impolite connotation, some may even lead to a breakdown in communication

SEATING AND DRESSING



West – There is no high table, the boss is also seated with the rest of the team. – a sense of equality – so everybody can voice their opinions. Decisions have a collaborative feel.

East – The boss is distinct, separate, has a chair at the head of the table – a sense of authority and giving instructions impression.

FORMAL BODY LANGUAGE

- Western culture is more formal, organized and structured – Eg. A handshake in the beginning and a handshake at the end. Agreements are written and minutes of meeting are recorded minutely.
- Eastern Culture is more informal and free flowing. Eg. There could be just a smile and a formal Good morning while beginning and a departing nod. Agreements even when written have several orally agreed terms. Minutes are recorded broadly and not with too much specificity.
- These cultural differences get reflected in the body language

BODY LANGUAGES - HOW TO READ THEM

SOURCE

The following slides are taken directly from the book

Body language – How to know what's really being said – 3rd edition – James Borg by Pearson Education

2013 Edition

<https://www.scienceofpeople.com/body-language-examples/>

SHAKESPEARE ON BODY LANGUAGE

All the world's a
stage,

And all the men
and women
merely
p.....

They have their
e..... and their
e.....

And one man in
his t..... plays
m..... p.....

SHAKESPEARE ON BODY LANGUAGE

All the world's
a stage,

And all the men
and women
merely players,

They have their
exits and their
entrances,

And one man in
his time plays
many parts

LEONARDO DA VINCI ON BODY LANGUAGE

The average person looks without s.....

Listens without h.....

Touches without

And moves without p..... a.....
and

Talks without t.....



LEONARDO DA VINCI ON BODY LANGUAGE

The average person looks without seeing

Listens without hearing

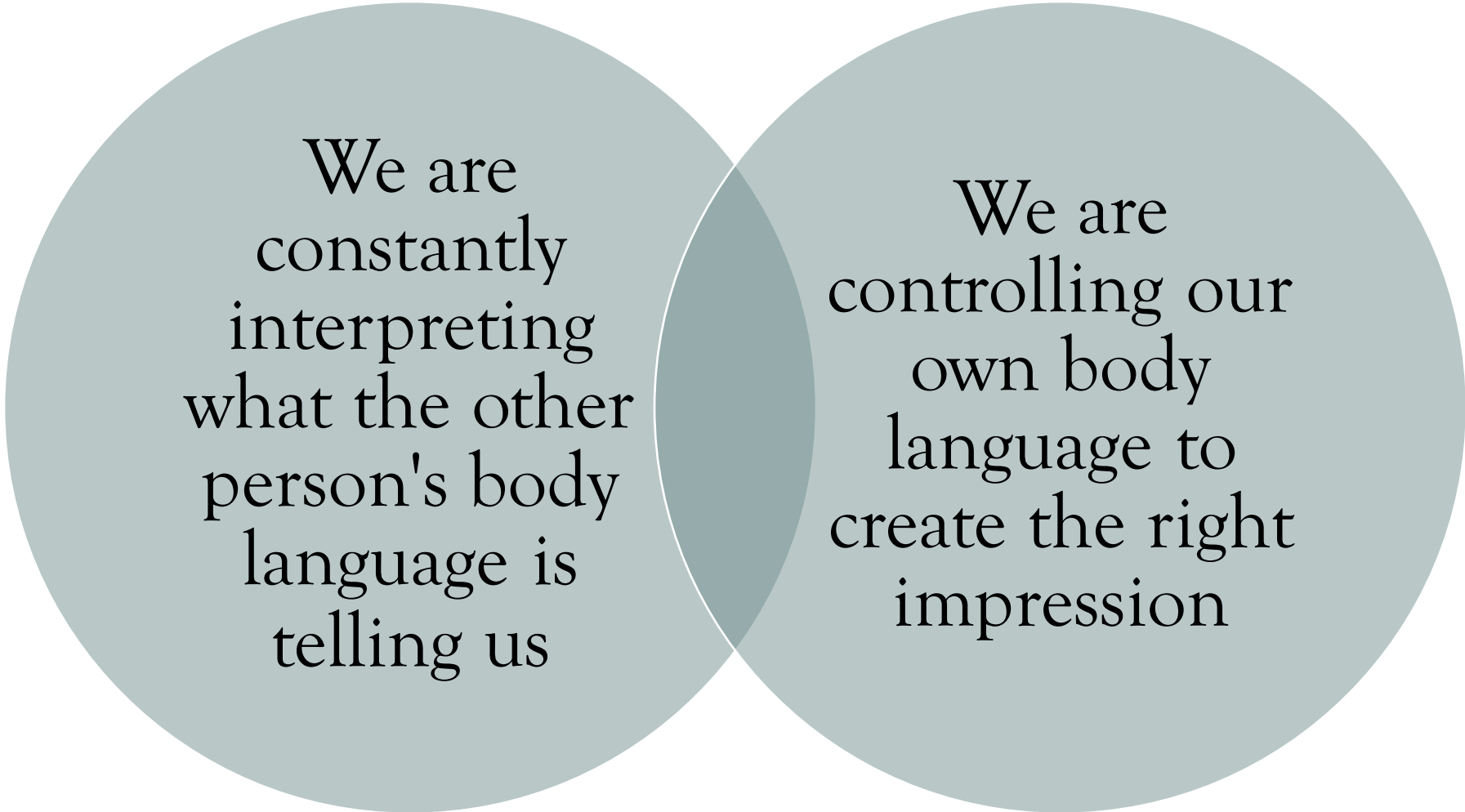
Touches without feeling

And moves without physical awareness
and

Talks without thinking



BODY LANGUAGE IS ALWAYS A TWO WAY
ROAD - TO DO THIS WITH AWARENESS IS
WHAT MAKES COMMUNICATION EFFECTIVE



We are
constantly
interpreting
what the other
person's body
language is
telling us

We are
controlling our
own body
language to
create the right
impression

SELF-AWARENESS AND OTHER AWARENESS

- To develop self-awareness you need to control your own body language so that it delivers the right outcome for you
- To sharpen your senses so that you can read the body language in others and react in an appropriate way

WHAT
DETERMINES
WHETHER YOU
CREATE THE
RIGHT
IMPRESSION –
WE
COMMUNICATE
THROUGH

Dress and Dressing

Posture

Facial Expressions

Eye Contact

Hand, Arm and leg movements

Body Tension

Spatial Distance

Touch

Voice (Tone, Pace and inflection-
Paralanguage)

THE 11 TYPES OF BODY LANGUAGE



Paralanguage



Hand
Gestures



Emblems



Blocking



Proxemics



Interest



Facial
Expressions



Pacifying



Haptics



Eye Gaze



Ornaments

BODY
LANGUAGE
IS THE
WINDOW
TO A
PERSON'S
MIND

What people do with their bodies is a window to their subconscious thoughts, so close observation is the key to reading minds

WHAT DO THEY CONVEY

**Speech
conveys I.....**

**Body language
conveys
F.....**

WHAT DO THEY CONVEY

**Speech
conveys
Information**

**Body language
conveys
feelings**

ARE THERE CIRCUMSTANCES WHERE YOU CAN CHOOSE TO IGNORE BODY LANGUAGE?

- In situations where authority is required and you need to complete a task – even if the body language of your audience is not very encouraging.
- When a task needs to be accomplished at all costs
- Situations and Examples



SOME FACTS TO CONSIDER ABOUT BODY LANGUAGE

- Body language will always be the most trusted indicator for conveying feelings, attitudes, emotions
- No matter how careful you are about controlling your anatomy (body movements and body posture) there will always be 'leakage' (involuntary signals) that give away our true feelings
- Human beings are complicated. Nothing can be straight forward. So it is essential to piece together a number of behaviour to make an accurate reading.
- It's is not very easy to fake body language

WHO USES AND UNDERSTANDS BODY LANGUAGE EXTENSIVELY

Everybody needs an understanding of body language because we all communicate with people.

Some are more invested in body language than others

Psychologists

CEO/ Organizational Heads/ Managers at all levels

Actors

Magicians, mentalists and similar professions

Political leaders

Some examples

WHY SHOULD YOU CARE ABOUT WHAT YOU CONVEY NON VERBALLY?

- First impressions are powerful and very difficult to change
- One must always remember the people who know you the least will judge you the most – so it is important to be aware of your body language and read the body language of others – when you are not known to each other
- To change one's body language takes time and patience and effort

SELF-ANALYSIS QUESTIONS



SELF-ANALYSIS



1. Do you find it difficult to persuade people to change an attitude or behaviour?



2. Do you think you did your interview well but you did not get a call?



3. You believed you had given a good presentation, the marks do not match your belief?



4. Do you think you say the right things at the right time in most situations but still do make no headway, no impact?



If yes, it is time for you to watch your language and the body language of others and make suitable observations / changes.

EMOTIONAL COMPETENCIES - THESE SKILLS WILL HELP
YOU RELATE TO OTHER PEOPLE SUCCESSFULLY

01

Be aware of
your emotions

02

Learn to
control your
emotions

03

Assess the
emotion of
others

04

Look for clues
and cues from
body language

ESP OF
BODY
LANGUAGE

E is for

S is for

P is for

ESP OF
BODY
LANGUAGE
E + S + P = ?

E is for Empathy

S is for Sensitivity

P is for Perceptivity

THE ESP OF BODY LANGUAGE

Empathy – sensing what others feel without them saying so. Feelings and perspectives are understood through gestures, facial expression, vocal clues



Sensitivity – Clues to pick up other's thoughts. Be aware and conscious of one's own emotions and the emotions of others (are we a part of the problem or are we a part of the solution?)



Perceptivity – Results in a heightened awareness of a person's mental state. We subconsciously process the words said along with the body language displayed

MIND READING USING BODY LANGUAGE



The mind produces a t.....



The thought produces a
f.....



That f....."leaks' rhrough
body language(to ascertain
a person's feeling)



You are now a mind reader

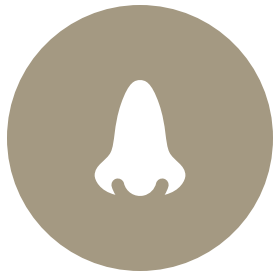
MIND READING USING BODY LANGUAGE



The mind produces a thought



The thought produces a feeling



That feelings "leaks" through body language (to ascertain a person's feeling)



You are now a mind reader

THE THREE CUES

- Context
- Congruence
- Clusters

THE THREE CUES

- Context – Know the situation before arriving at a conclusion
- Congruence – Match the visuals with the words . If there is a mismatch we believe in the message but not the words
- Clusters - Don't look for a single gesture to arrive at meaning. Look for a group – a cluster.

WHY SHOULD YOU AVOID THIS?

Intermittent
pursuing of lips

Holding the head in
the hands

Covering the mouth
with fingers while
speaking

Sighing at
inopportune/
unrelated/ non
contextual moments

Constantly shifting
in the chair while
talking

THESE ARE SOMETIMES MANNERISMS,
NOT NEGATIVE BODY LANGUAGE CUES BUT
THEY MAY BE MISINTERPRETED

Intermittent
pursuing of lips

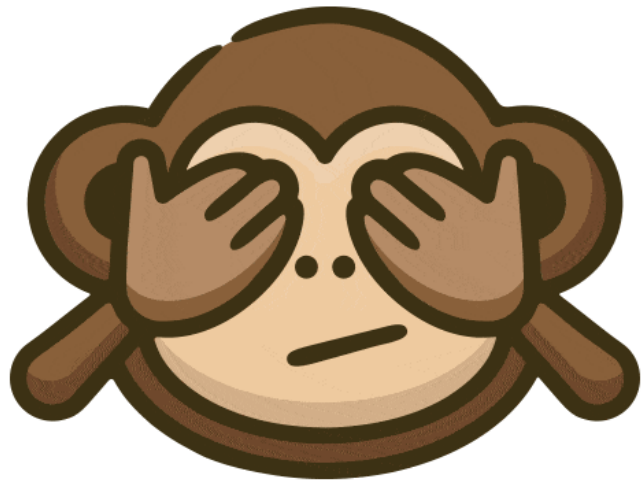
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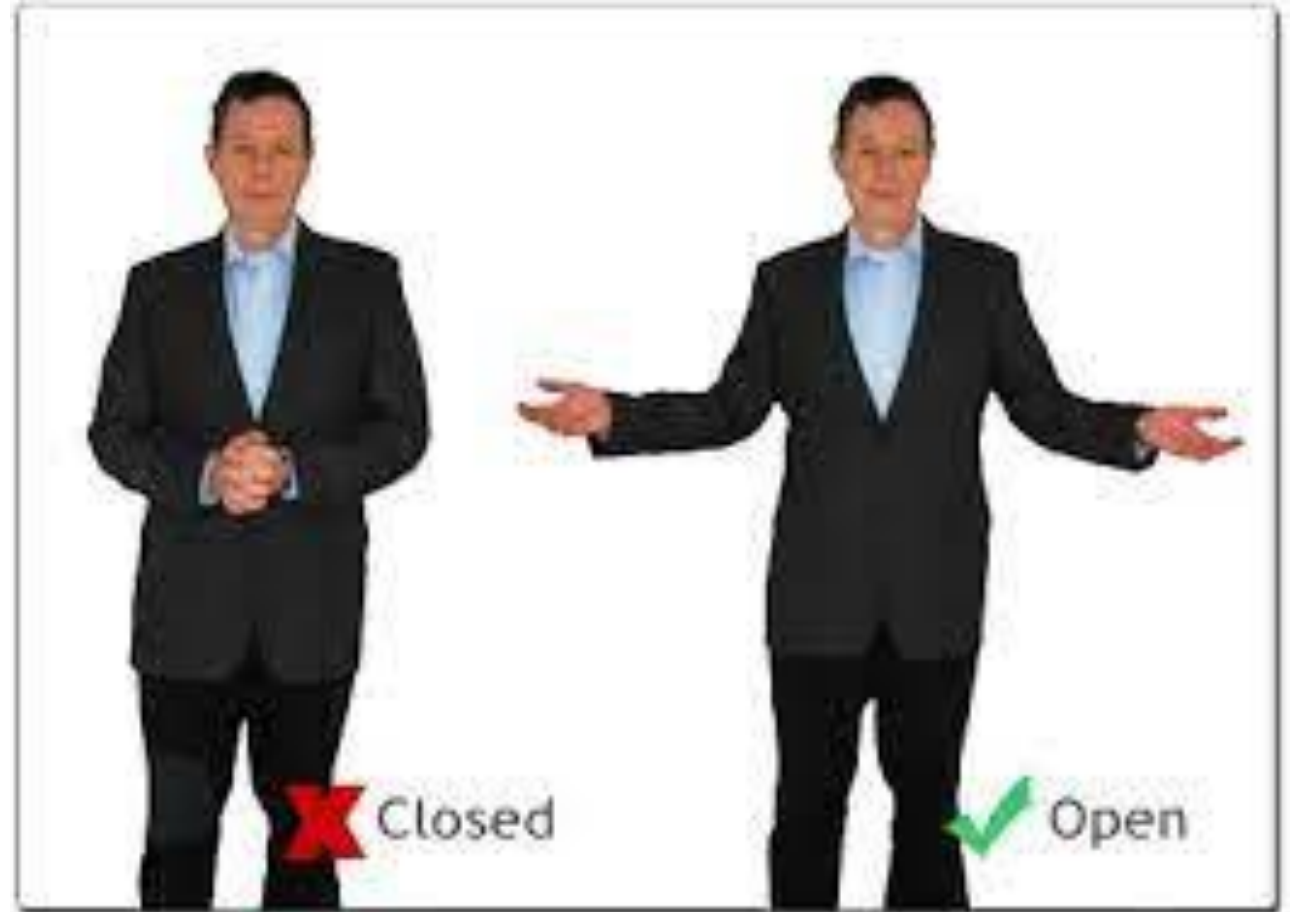
Constantly shifting
in the chair while
talking

See No Evil



SCIENCE OF PEOPLE

BEFORE
ANYTHING
ELSE- CHECK
WHETHER THE
BODY
LANGUAGE IS
CLOSED OR
OPEN



WHICH REVEAL THE MOST ABOUT YOU

Eyes convey the
most information
about you

Then face and facial
expressions

Facial expressions
are under our
control.

Eye contact is
always intermittent -
otherwise
it becomes a stare.

EYES – EVERY EXPRESSION IS POWERFUL

The eyes are so powerful that a gaze held for just a few seconds longer than the 'norm' can give out an extremely powerful signal.

Eg. You end a conversation with 'It's over'. The other person is still looking into your eyes

The boss tells you 'You may go now'. You continue to hold eye contact

Frequent eye contact – generally implies interested

Infrequent eye contact - generally implies not interested

No eye contact - ?

ABSOLUTISTS AND CONTEXTUALISTS

Absolutists believe that whenever a body language cue appears, it 100% has the interpreted meaning.

EG. if a person crosses their arms, it means they are feeling blocked off in all cases.

Contextualists believe that body language depends on the situation.

EG. If a person crosses their arms, it could mean that they're cold, or it's simply more comfortable for them.

<https://www.scienceofpeople.com/body-language-examples/>

SOURCES

- <https://virtualspeech.com/blog/cultural-differences-in-body-language>

