### Persuasive facial expressions
Selecting transcript lines in this section will navigate to timestamp in the video
- Facial expressions are a powerful tool. They also have the power to increase likability and gain buy-in. After this lesson, you'll be able to use specific facial expressions and tactics in order to build stronger professional relationships. So, what's the number one facial expression that actually increases likability and engagement with one very easy movement? Well, this first technique is so easy to use, I just used it in the previous sentence. It's the eyebrow flash. A simple rise of your eyebrows shows enthusiasm, not only for what you're saying, but also what the other person is saying. Enthusiasm is contagious. So if you can show enthusiasm through your eyebrows, the person you're speaking with will tend to mirror that same enthusiasm. But don't overdo it, and start bouncing your eyebrows up and down like a cartoon character. Use the eyebrow flash sparingly and with purpose. The second technique is mirroring. When in a conversation with someone, observe their facial expressions and replicate them. When speaking to a crowd, use the same nonverbal communication or body language your audience is using, whether it's how they're sitting or their facial expressions they're using. Mirror those movements. When someone dresses like you, moves like you, or uses some of the same body language as you. People tend to trust you more, increasing likeability. Don't go off comically copying the other person's facial expressions, but do try simple things like nodding when they nod, or showing excitement when they do. The third technique is something not to do. It's the half smile. Maybe you've seen this in someone's profile picture. A half smile is one of those seven micro expressions that conveys contempt. A micro-expression is a facial expression that occurs very quickly and is the result of an emotional response. Genuine happiness is a full smile. So lean in and show those beautiful full smiles. Now that you know some of these facial expression techniques, try them out during your next one-on-one and observe how it increases your professional relationships.

### Reading the room
Selecting transcript lines in this section will navigate to timestamp in the video
- When watching a movie, what's the average time until you see something new? A new camera angle, a new character? These elements change every four seconds on average to keep up with short attention spans. So how do you know if your audience is engaged? And what can you do to keep their attention? Being able to read the room for engagement is essential. After this lesson, you'll be able to look for audience cues that show engagement or lack thereof, and how to increase that engagement during your presentations. First, people show interest by tilting their heads slightly. When people try to intentionally listen to information, you'll see them actually move their ear toward the subject to better their ability to listen. This indicates interest. So when you see that, further elaborate on that topic. Ask them follow up questions to pull them into the conversation. Second, look at their feet. Your audience's feet can say a lot, especially when trying to measure engagement. Feet can be a gold mine of information. People tend to point their feet in the direction they're most interested in, whether that be a speaker, someone else in the room, or the table of boxed lunches just waiting for lunchtime. So read the room. Do you notice that a majority of your participants' feet are pointed toward the door? That may be a hint it's about time for a break. Either take a break, stop speaking and pivot to an activity, or simply pause the slide deck for a quick check in with your audience. Another way to keep engagement is movement. Physically move around the front of the room. Don't stand behind a podium or stay in the same corner of the room the entire time. A good tip is to separate the front of the room into three sections. While presenting to your team, you'll move to each of these sections throughout your presentations. Stay in one spot for two slides, then move to the second spot for a few minutes, then onto the third spot. Repeat that process during the entire time to increase attention and thus engagement with your audience. Finally, consider potentially distracting visuals. Slides with paragraphs of text are distracting. A bookshelf with dozens of your favorite books behind you during a Zoom call is distracting. If someone compliments you on your tie, your earrings, your bag, it's distracting. That's right, even something that's positive like a bag that's getting so much praise and acknowledgement also means your audience is looking at the bag instead of listening and engaging with what you have to say. Consider your distracting nonverbals and limit them. And here's a bonus tip. If you notice you're losing your audience, try this. When an audience member speaks, give three slow and affirmative nods. Nodding actually increases the other person's talk time because they feel heard, like you're engaged in listening to what they have to say. Any time an audience member feels listened to, reciprocity will bring that attention right back to you. Try using these steps to keep your audience's attention at your next meeting or event. You've got this.

### The golden box
Selecting transcript lines in this section will navigate to timestamp in the video
- You're speaking in front of colleagues or recording your own learning video just like this one. What do you do with your hands? I'm going to answer that question for you. The psychological importance of hand gestures has been studied for hundreds of years. After watching this video, you'll be able to effectively use these gestures to increase trust, credibility and likability. First, what's the most open hand gesture that increases trust and likability with your audience? Simply showing the palms of your hands. Just like handshakes have been used for hundreds of years to show trust and security, when we see others' palms, we are wired to find them less threatening. Next, keep your hands within something I dub, the Golden Square. The top of the square starts at your collarbone. The sides of the square reach along your shoulders. And the bottom of the square is completed at your belly button. During conversations, presentations and other public communication, your hands shouldn't leave this Golden Square. Also, practice where to rest your hands. There are two techniques I like to use. One, is the steeple maneuver. The second, is lightly resting one hand on the other, like this. From here, you can use an easy motion outward to emphasize your points within the palms of your hands. If you tend to get nervous, don't interlock your fingers in these resting positions, as many people make the mistake of never breaking their hands free. Finally, keep your hands visible whether you're sitting at a meeting or standing in front of a crowd. And when sitting, keep them displayed and resting on the top of the table instead of underneath the table in your lap. This causes your audience to trust you more psychologically simply because you can see your hands. Pro tip, keeping them above the table also makes it very easy to use that open palm gesture for emphasis. In the next meeting you're in, think, are my hands easily visible? Are they in my Golden Square? Practice using hand gestures before your next meeting or presentation and become comfortable with using them in effective ways.

### Feet and posture
Selecting transcript lines in this section will navigate to timestamp in the video
- And for my next trick, I'll show you how to magically perfect a professional body posture. First, take a heavy book. Maybe we should try something else. Your posture and feet placement says a lot about confidence and interest. After watching this video, you'll be able to use tactical tips to increase your image during one-on-one conversations, or during group communications. First, sometimes it's good to have a mental image of what good posture looks like. Imagine this, a string is going up through your entire spine, up through the top of your head, slightly pulling you upward. Now, roll your shoulders slightly back. If you're trying this right now, you know what good posture feels like. Try reminding yourself of this movement a couple times each day until eventually it becomes second nature. Next, try leaning forward a bit. When sharing information, give a slight lean forward from time to time. Don't go as far as entering their personal space but just a slight forward lean indicates you're gesturing this information directly to the person you're speaking with. A non-aggressive lean in, tends to make people like you more, and they will find you more engaging. Next, let's talk about your feet. When in a conversation with a colleague point your feet directly toward them instead of away. This nonverbal action tells the other person they have 100% of your attention. When your feet are pointed away, this subconsciously tells them you're not fully interested in the moment and may want to leave. Finally, play the lava game. It's not just when standing that posture should be something you think about. When sitting for job interviews, board meetings, virtual conferencing meetings, or any space, we need to professionally sit, play the lava game. You know that game you might have played as a child where you can't touch the cracks in the sidewalk because they're lava, or you jump from one couch to a chair to a pillow, because the floor is lava. And then your parents yell at you for jumping on all the furniture. Well, think of the back of your chair as lava. Sit slightly forward on the seat and avoid leaning back so you're not touching the back rest of the chair. This helps make sure you're leaning forward, staying engaged in the conversation. When in a meeting, you may start with this posture, but slowly find yourself scooting and inching backward. Leaning back probably doesn't feel like a big deal but it is causing you to just slightly lean away from your colleagues, thus decreasing likability and engagement. Which of these strategies do you need to work on? Try the lava game, or the string through the spine, and then use those strategies in your meetings, your interviews, and your professional life.

### Use your environment
Selecting transcript lines in this section will navigate to timestamp in the video
- How would you feel if I came to a meeting with nothing to take notes on, simply staring during a meeting that was important to you? How would you feel about me if my office was full of memorabilia from your favorite sports team? What's the best seat to take in a meeting? Your nonverbal communication not only applies to your body but also the environment around you. Your office or meeting room can say a lot. After watching this video, you'll understand the psychological effects your environment has on colleagues. First, think about how you furnish your workspace. Large, dark wood furniture can come across as dominating, while on the other side, light, comfortable furniture can be welcoming. Color choice and space can have a large impact on nonverbal communication. Are all the walls red in your meeting space? Staring at a lot of red actually increases your heart rate slightly causing a slight increase of aggression while light colors like light blue, light green have calming effects. Next, consider how your nonverbals in your space can actually support your professional brand. Show off hobbies that you have, family vacations or even your favorite sports team. Think of these elements in your profession as sprinkles on the cupcake of your brand thus humanizing you with your audience. Do you enjoy pickleball or running in 5Ks? Show off a trophy, favorite vacation spot with family. Have a publicly viewable picture. Really into a book series or Netflix show? Feel free to show memorabilia. These act as great conversation starters and for building rapport. Now, let's talk about nonverbals during those meetings. Make it a point to always take notes even if you've heard the same thing seven times. Force yourself to not simply sit there and stare without writing anything down. Simply the visual of you taking notes whether physical paper, a tablet, or a laptop, shows that you're engaged in the topic and you're not checked out. Take a note from time to time during the meeting. Finally, be strategic about where you sit in a meeting. Imagine you're the first one to arrive in the conference room for a meeting with about eight coworkers. Not only does arriving first allow you to build interpersonal relationships prior to the meeting it gives you the opportunity to connect more directly with the person leading the meeting. The person running the meeting typically sits at the head of the table facing the door. With every seat available, which one should you choose? There's a right answer. If you're trying to build a good relationship with your leader and possibly get on the radar for progressing your career opportunities the best seat to take is the seat directly to the left or the right of the leader's chair. Think about it. You're now in a prime position to communicate one-on-one with them by simply leaning over and whispering something like, hey if you need someone to help out with that project, I'm happy to help. Also, by sheer proximity you'll receive the greatest opportunity for eye contact with the leader thus increasing your professional relationship. Consider your physical space and how you show up in that space. Use these strategies to choose a seat or build a welcoming environment at work.

### Confident eye contact
Selecting transcript lines in this section will navigate to timestamp in the video
- What is one of the most essential body language elements for US culture? Eye contact. After watching this video, you'll be able to fine-tune your use of eye contact in ways you may not have considered to build a stronger professional relationship with coworkers. First, when listening, make eye contact about 90% of the time. Here's a great rule of thumb to think about when you're listening to the other person. It shows that you're actively listening to the other person and they have your full attention. Nothing is worse than when you're in a public area sharing a story or venting about what happened at work last week and the other person you're talking with is looking around the room almost as if they're trying to trade up in the conversation. Now when you're speaking, it could be much less than 90%. Shoot for about 60% eye contact when you're speaking. Next, make your eye contact genuine. People can tell when you're zoned out. Here's a tip. Try memorizing the other person's eye color. This will actually cause you to hold a deeper level of eye contact with the other person, thus increasing the professional connection. Here's one final tip. Practice making eye contact. When you're walking around your work's campus or office hallways, get your eyes up. Basically, don't walk around staring at the ground as you'll notice many people tend to do. There's research to prove that perceived confidence goes up dramatically when someone is not staring at the ground, but instead keep their eyes forward as they walk. Be the person to look forward and seek out eye contact with an unfamiliar colleague, and non-verbally greet them with a smile and keep walking. That small gesture could be the pebble that eventually creates a strong professional relationship in the future. Be the person not afraid to make eye contact and greet coworkers non-verbally. This week, lean into these eye contact tips to help build your professional connections.

### The power of tone
Selecting transcript lines in this section will navigate to timestamp in the video
- In today's class, we're going to discuss the Battle of Waterloo. Turn to page 237 in your text. Have you ever had this teacher or a professor? I have, and that class was a snore. CEOs are trained to use tone to convey trust and engagement. I've trained executives prior to going on TV and politicians prior to going on stage. And tone can be one of the trickiest nonverbal elements to quickly fix but there are some great strategies. It's not what you say, it's how you say it. After watching this lesson, you'll be able to use exercises to benefit your tone. First, vocal tone is essential. How can you get away from that flat, monotone voice? Your vocal tone exercise equipment may be more simple than you think. A children's book, I'm a big fan of anything Winnie-the-Pooh. Yes, those books with the gluttonous Honey Bear, the always energized Tigger and Eeyore, the friend most in need of a vacation. If you're reading a Winnie-the-Pooh book to a child, how would you read it? Would you be really animated when Tigger speaks and very slow and happy when Winnie-the-Pooh Speaks? I've trained CEOs to literally read a Winnie-the-Pooh book out loud as if they're reading to a small child just prior to a media interview and presentation. This tactic prepares them to use a variety of vocal ranges. Think about how you vary your tone during your presentation or team meeting. Sometimes you may be very excited about a topic and other times you maybe actually quiet down, almost as if you were giving a secret. That variation can increase memorization and likability of a leader. Next, focus on your breathing to support your voice. Practice breathing through your stomach. Take deep, shallow breaths as you speak. This will empower your vocal tone. Try this before your next meeting. Take a deep breath, you can feel in your core and count to six. Then hold that breath for six seconds before exhaling. Do this for one minute and see how your voice changes. Finally, learn to utilize pauses. If you've been speaking continuously for five minutes, throw in a short but intentional pause. Memorization actually increases for information that's said immediately following a pause. It acts as a cue for your audience to reengage in the topic. So I'm telling you to order a children's book to keep on hand. Change your breathing patterns and pause. Not a bad idea. Pick your favorite and use these tricks to animate your tone.

### Eliminate filler words
Selecting transcript lines in this section will navigate to timestamp in the video
- Let me, um, go over our, um, projections for the um, second quarter. Did that feel like fingernails on a chalkboard? When was the last time someone used so many ums and uhs, it distracted you from the message? After watching this video, you'll be able to delete the majority of your ums and uhs in your next presentation. First, understand what's happening with the overuse of those ums, uhs, likes, or whatever your filler word may be. What's happening is your voice is either moving slower or faster than what your brain is keeping up with. What we need to do is get both your voice and your brain on a more level playing field. Now, are we going to be able to get rid of all of your filler words with a very quick game? No, but we will be able to get rid of quite a few of them. Now that you've acknowledged your filler word, take a moment before your next interview, presentation, or sales pitch to potential clients to limit them. Take a moment to yourself in your car or your office. Start a timer on your cell phone and begin speaking. Now for this strategy to work, you can technically talk about anything you want, but it could be a good time to practice your presentation or your pitch as well. Think of it as two birds with one stone. Here's the only catch. You can't read your presentation or pitch, and you can't take any more than a one second pause in between sentences. So basically, you're going to be continuously speaking. Your task is to fill two full minutes via your cell phone stopwatch app without using your filler words, um, uh, or like. Don't worry if you can't do this the first time. You may get to 30 seconds or 45 seconds before you say your first um. When you say your filler words, stop, stop the timer, reset it, and start all over again. Perhaps the second time you make it to one minute and 10 seconds, when you hit an um, the app resets and you go again. This will likely take you a few attempts, five or more perhaps, but eventually you will fill two minutes, giving your presentation or pitch, without using um or uh. You're now prepared to go into that boardroom or office space and speak confidently with fewer filler words. Now, make sure you play this game just prior to your meeting. It's not going to help to do this the night before your big interview or meeting. This strategy to decrease filler words is like stretching before a basketball game. LeBron James doesn't do his pre-game stretching routine the night before the NBA finals. He does it right before the game. So try this. During your next dinner night, offer to give a toast. Beforehand, do the two-minute game at home or in your car. See firsthand how many fewer ums and uhs you say, and watch your confidence soar.

### Display empathy
Selecting transcript lines in this section will navigate to timestamp in the video
- If you nerd out like me, you are fascinated by just how effective body language can be. It's used to persuade, attract, detect lies, and much more. But tell me if you agree with this. As a leader, one skill not enough leaders have is empathy. Being able to non-verbally show empathy can strengthen your working relationships. After watching this video, you'll be able to use tips immediately to display empathy. First, remove barriers between yourself and your audience. Barriers, like a podium, tend to break down trust and connection. At the end of the day, keep this in mind when it comes to empathy and body language. The more open your body language is, the stronger the psychological connection. Test out your ability to freely move around the front of the room without the reliance on a podium. Next, increase empathy by displaying relaxed body language. That's easy to say, but what does it really look like? There are easy steps to follow, like not standing with your arms crossed. Although you should never have both hands in your pockets while speaking, you can convey a relaxed, empathetic image by slightly hanging one hand on a pocket while the other hand uses palm gestures. And if you're someone who doesn't typically use hand gestures, practice using your gestures meaningfully and as natural looking as possible. A mirror or the camera on your cell phone can be one of the best practicing tools you have in your tool belt. And from time to time, try practicing a slight lean forward toward your audience to help convey genuine nonverbal empathy. One of the best skills to genuinely support empathy is being a great listener. Body language can actually increase talk time from your coworker that's giving you the space to actively listen. Three slow nods will actually increase the talk time of your coworker. Practice this with your family and friends at dinner, and then utilize the skill in the workplace. Try out these strategies to show empathy in your next conversation.

### Display confidence
Selecting transcript lines in this section will navigate to timestamp in the video
- Picture someone who always tends to own the room. They brighten up the energy or brighten up any room they enter. Do they have some secret? No, they're just displaying confident, nonverbal communication. Leaders who display authentic and welcoming confidence can motivate a team. After watching this video, you'll be able to use specific tactics to display confidence. First, maintain genuine eye contact in every interaction whether it be a meeting, an informal conversation with four employees or even an auditorium where you're speaking to 100 people. How can you make genuine eye contact with everyone, thus building your leadership brand. Keep this trick in mind. Cut the area into two to three sections of an auditorium stage, three sections in the meeting room and even sections in the informal conversation with four employees. During the first 30 to 45 seconds, staying on the left side and only focus on the left section of the room. You're going to pretend like the other two sections don't even exist. Now, work on only making eye contact with that first section. After the first 45 seconds or so, move to the middle of the space and only focus eye contact with that middle section. After another minute, move to the right side and don't worry about the first two sections. Continue your presentation or meeting moving from section to section. Your employees won't see that it as a pre-planned action but they will feel personally engaged with your genuine eye contact. Next, take up space. Researchers have studied the effect of large body language on perceived leadership. Good posture by standing straight with shoulders back and using hand gestures looks larger, thus hitting on evolutionary response to leadership, compared to a weaker body image of hunched over, shoulders slouching and hands on your lap. Instead of falling into a nonverbal background, assert strength in your spaces. Finally, transform your nervous body language energy into perceived confidence. Let's admit it, showing confidence and strength isn't something you can just flip a switch and become the presence of Oprah or your favorite CEO. Here's a tip I've worked on with multiple clients to get past this barrier. Think about what nonverbal signs a nervous speaker exhibits in front of an audience. Hands shaking, maybe fidgeting or swaying their feet. Maybe their vocal tone breaks and they make an unnaturally high pitch. Okay, now what does an incredibly confident and passionate speaker look like? Do they move around the room at a fast pace? And does all that excitement cause them to sweat? It sure does. Here's the point. An overly passionate and excited speaker has a lot of the same tendencies as a nervous speaker. The only difference is the passionate speaker leans into their body language to tell the story. So, if you sway or play with your feet because of your nervous, maybe you move around the room a little bit more than the average person, so that feet tick will be hidden. Do your hands get shaky because you're nervous? Overdo your hand gestures to show how passionate you are? Does your voice break? Focus on showing even more passion to your vocal variation? And will you sweat? Sure. Do comedians sweat during a standup show? Do thought leaders sweat during a keynote? Mask nervous energy as a leader by over-investing passionate leadership driven body language. Implement these strategies this week to boost your own welcoming confidence through body language.

### Build rapport
Selecting transcript lines in this section will navigate to timestamp in the video
- Employee turnover can stall department success, decrease morale, and cause the company a lot of money. More now than ever, leaders who build rapport with colleagues will increase teamwork, motivation, and retention of employees. After watching this video, you'll be able to use nonverbal skills to build rapport in your teams. The first and most important tip to building rapport using body language is to be courteous. Be cognizant to provide 100% attention to your employees when having a conversation. Don't scan the room for who's walked in recently. Don't keep checking your phone for alerts or emails. Generally speaking, don't look as if something else is more important than this current conversation. Now, yes, if it is a long meeting or lunch, leaders are responsible for any crisis that emerges or for quick responses to executives. If lunch is going over 30 minutes, simply and humbly say, "I'm going to take "the next five minutes to quickly check my alerts "in case anything needs immediate attention." Now, during that time, give your phone 100% of your attention, and then after that five minutes, either put your phone in your pocket, your bag, or put your phone screen down on the table. Now, let's talk about the benefit of appropriate professional physical touch. There's a plethora of research to show that physical touch increases likeability, relationship connectedness, and rapport. Now, remember, this is work, not your personal life, so don't be going around giving hugs to all your coworkers. Try something as simple as a fist bump. It's a physical touch that evolution tells us the human body wants to build relationships, but it's inclusive enough that most parties involved will not find it threatening. And use that fist bump during a conversation, not as a replacement for a handshake at the introduction or conclusion of a conversation. Did your coworker just share a great accomplishment or story? Perhaps a genuine show of support through a fist bump can nonverbally show your enthusiasm. Finally, remove barriers between you and your coworkers. Now, that could be a podium during a presentation or even a desk in your office. Think about this. If your office is set up where you sit on one side of the desk and your coworker visits you by sitting on the opposite side of the desk, you are creating a nonverbal barrier, thus decreasing rapport. Either rearrange your office so you can pivot your chair to face your coworker without this barrier or if your space is large enough, have a seating area in your office so that you can get out from behind your desk. Now, keep in mind, even though four feet is the average comfort bubble for working professionals in the United States, everyone has their own personal comfort bubble level. Some employees may be more comfortable with a larger distance. Make sure to consider the other person's comfortable body language space and always adhere to it. Use these strategies in your workplace to build rapport amongst your team.

### Virtual meeting space
Selecting transcript lines in this section will navigate to timestamp in the video
- Imagine this. You're in a work call and you see this. Quarter four budget requests are due by next week. To show up professionally in virtual meetings, you need to set up the perfect space. After this lesson, you'll be able to build a virtual meeting space that sets you up for success. The first step is the most important step, and no, it's not your camera. The most important element to your virtual presence is audio. Think about a video you've watched recently. Consider the video has subpar visuals but the audio is excellent. You're probably distracted but can still understand the content. However, if the visuals were good but the audio was hard to hear, you probably hit pause and found a different video. Audio is essential. Therefore, never used the microphone inside of your laptop or your computer for meetings. That microphone was not built for high-quality audio. If you have wireless headphones, use them. If you don't, simply plug in the free wired headphones you receive with every phone you've ever bought. You likely have a couple of pairs hanging out in drawers around the house. The next step to get into are the visuals. First, there needs to be more light facing you than what's behind you. How many virtual meetings have you been in where the person was completely washed out because they were sitting with their back to a window? Sitting with a window to your back isn't bad. It just means you need more light facing you. Here's a tip. Now, you could go online and spend money on a light ring or other virtual fancy lighting, or get a lamp and put it on the backside of your computer so your camera can't actually see the lamp and turn it on. That light directed toward your face will allow your participants to easily see you. Next is framing. Make sure there's not a lot of space above your head or it's not framed where your head gets cut off. Here's a big tip. Make sure your camera is at eye level. How many meetings have you been in where the camera was low, looking up at a participant, and all you were doing was staring up their nose for an hour? You can easily get a stack of books to raise your laptop or device to make sure that the camera is at eye level. You also need to scoot back. Think about this. If you can comfortably type on the computer that you are virtual conferencing from, you're too close. Scoot back so your hands can easily be seen. This will allow you to use welcoming gestures, like showing the palms of your hands. Psychologically, people will tend to trust you more now that they're able to see your hands, even virtually. The last tip is to be cognizant of what's in the background. Simplicity is key. If you think you look educated and cultured by having a full bookcase behind you, you're actually distracting your team members. Instead of listening to the information you're trying to present, your audience instead is trying to figure out what's on your reading list. Remember, your meeting information and the relationship you build with your participants is the focal point. Don't give them something to be distracted by. Using these tips, open up a Zoom, Teams, Google Hangout room with just yourself. Make these adjustments and see the difference you prepare for in your next virtual meeting.

### Virtual body language
Selecting transcript lines in this section will navigate to timestamp in the video
- Imagine this, you're in a virtual meeting and the presenter seems unenthusiastic, is having a hard time engaging with meeting participants, and when someone does want to engage, they inevitably forget to take themselves off mute. As you scan the video boxes, you see participants seem distracted or even bored. When preparing for virtual meetings, there are additional things you need to think about. In this lesson, I'll give you specific tricks to show up well, in virtual meetings like a pro. Remember, virtual conferences can be stressful, a lot of that stress is coming from unnatural nonverbal communication and body language. You typically can't see everyone's hands in a virtual meeting, which psychologically decreases trust. You can't see their body position to easily evaluate engagement. There's no true eye contact when meeting virtually. There are no seating positions in the room where you would typically assign the meeting leader at the head of the table. And participants are typically too close to the camera which subconsciously comes across as threatening. So how can you show up better in this virtual space? First, set up your space so your camera is at eye level, scoop back so you can use appropriate hand gestures and prioritize good lighting and good audio. Play around in the settings of your software, as many programs have AI settings you can turn on to touch up your appearance, touch up audio, touch up your lighting and more. Next, keep yourself on mute until you speak. Most virtual conferencing software have a quick key to unmute yourself. Also, consider nonverbal ways to engage. Use the chat feature for quick notes that add to the conversation. The virtual lag that makes it awkward when two people try to speak at the same time is real. If your point is quick, consider using chat or using features like the raising hand option or emojis to show approval. Finally, think about how you can increase your energy just by 10% when in a virtual conference. TV newscasters are trained to artificially increase their enthusiasm by about 10% as the camera tends to cause their energy to look just a little flatter than in real life. Add that little bit of extra 10% enthusiasm to make sure your audience stays engaged. And when people are trying to engage, keep an eye out for participants toggling their mute option. Train yourself to keep an eye out for when someone comes off mute. That's the equivalent of an in-person meeting when an employee is shuffling their body posture, making more eye contact and looking like they're about to speak. If someone is coming off mute, call on them to join the conversation. Remember, it can sometimes be awkward to enter a conversation via virtual meeting due to lag. Be the includer in your group to open that door for your colleague. You likely think about your professional brand while physically sitting in the meeting, so do the same virtually. Use these tips in your next virtual meeting to show up in the space.

### Now, let's take action
Selecting transcript lines in this section will navigate to timestamp in the video
- Congratulations, you've reached the end of your nonverbal communication course. But this is not the end of your journey. Think of this course as filling your tool belt with some very actionable tools: how to effectively use hand gestures, the lava game, the golden square, posture, leadership tips, and even how to use nonverbals digitally. Now that your tool belt is full, it's time to fill your workshop with tools. I want to provide you with some additional resources that will help you on your continued professional communication journey. Author Vanessa Van Edwards has best-selling books and creates great content in nonverbal communication. I recommend any of her books or YouTube videos. Additionally, former FBI agent Joe Navarro has a great book, "What Every Body is Saying", that will show you even more tactics for applying nonverbal communication at work. View the resource file for this course for links to these references. And if you're looking for more professional communication videos, I have a bunch of free actionable videos on YouTube. Simply search DrDustinYork. And let's stay in touch on LinkedIn. I would love to hear from you one takeaway that you've learned from this course that you plan to implement in your professional life. Feel free to tag me in your post. Finally, if your organization would benefit from an in-person or digital keynote or workshop, I would be honored to work with you. I have a passion for creating custom communication sessions for small and large organizations. Simply visit drdustinyork.com for more information. Thanks for coming along on this educational journey. By taking the time to watch this course and invest in your own nonverbal communication, you're taking the actionable steps to become a great communicator and leader.