What is Nonverbal Communication?

- Difference between spoken and implied.
- Methods of delivery:
  - *Facial expressions*
  - Gaze
  - Gestures
  - Posture
  - Tone
  - Grooming
  - Body position
  - Aromas
Interpretation Exercise

• Series of expressions
  – Happiness
  – Sadness
  – Fear
  – Confusion
  – Disgust
Expression 4
Myth vs. Reality

- 55:38:7 Rule
- Read like a book
- Body language
- Idiosyncratic cues
Five Key Principles

• Culture, Age & Gender
• Context
• Clusters
• Incongruence
• Intuition
Zone 1: Face

- Universal across cultures
Zone 2: Eyes

• Gateway to the soul
Zone 3: Hands & Gestures

- Power or Protectiveness
Zone 4: Posture

• Stance & Shoulders
Zone 5: Head Position

- Lowering
- Raising
- Tilting
Zone 6: Proximity

- Intimate zone
- Personal zone
- Social zone
- Public zone
Zone 7: Feet & Legs

- Leaning
- Open
- Closed
- Crossed
- Pointing
- Moving
12 Core Patterns

- Opening
- Closing
- Expanding
- Crossing
- Enacting
- Repeating
- Backward movement
- Forward movement
- Preening
- Shaping
- Striking
- Touching

Be aware.

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Sign of Lies

- Increased anxiety
- Little or no eye contact
- Hands covering mouth
- Body turned away
- Increased breathing rate
- Voice changes
- Verbal changes

Recognize tendencies.
What Influences our Perception

- **System 1**
  - Automatic
  - Impulsive
  - Impatient
  - Immediate gratification

- **System 2**
  - Reasoning
  - Self-control
  - Choice
2 + 2 =
System 1

- Bread and ________
System 1

• This person looks:
A bat and a ball cost $1.10 in total. The bat costs $1.00 more than the ball. How much does the ball cost?
It takes 5 machines 5 minutes to make 5 widgets, how long would it take 100 machines to make 100 widgets?
In a lake, there is a patch of lily pads. Every day, the patch doubles in size. If it takes 48 days for the patch to cover the entire lake, how long would it take for the patch to cover half the lake? ______ Days
Five Techniques

1. Know your habits
2. Manage stress
3. Emotional awareness
4. Practice consistency
5. Focus on the recipient