

# Body Language

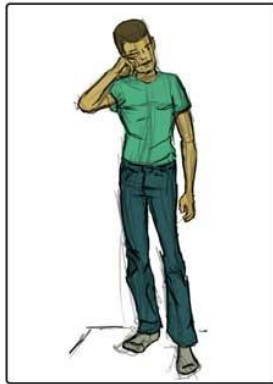
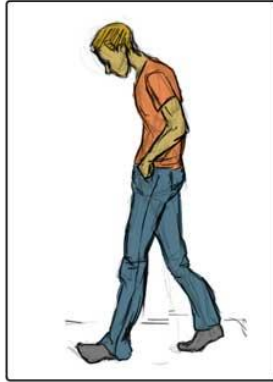
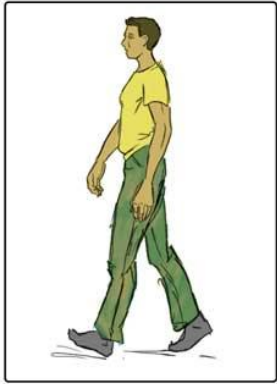
## *Understanding Body Language*



# Non-verbal communication

It is the way people:

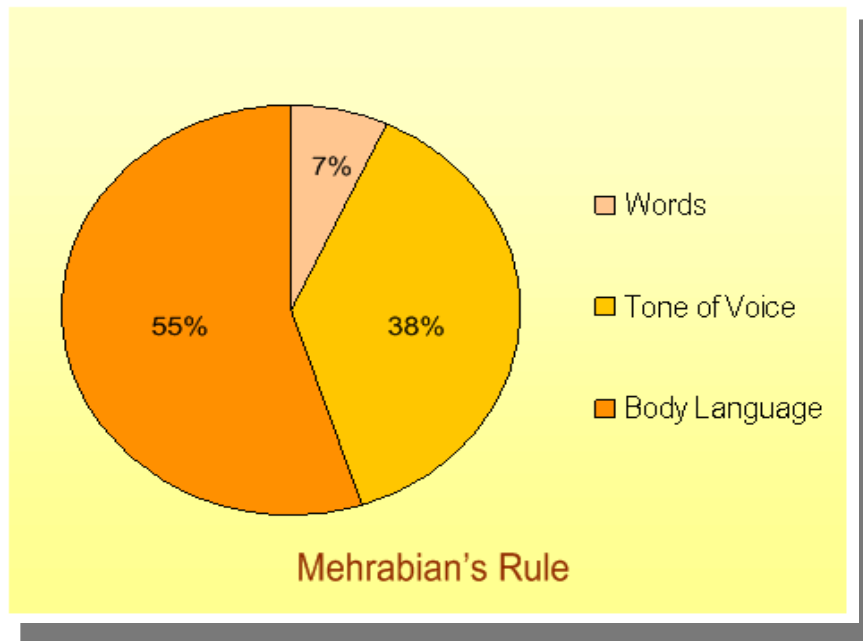
- Reinforce the spoken word
- Replace the spoken word
- Use their bodies to make visual signals
- Their voices to make oral but non-verbal signals



# Non-verbal examples

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

# Importance of non-verbal communication

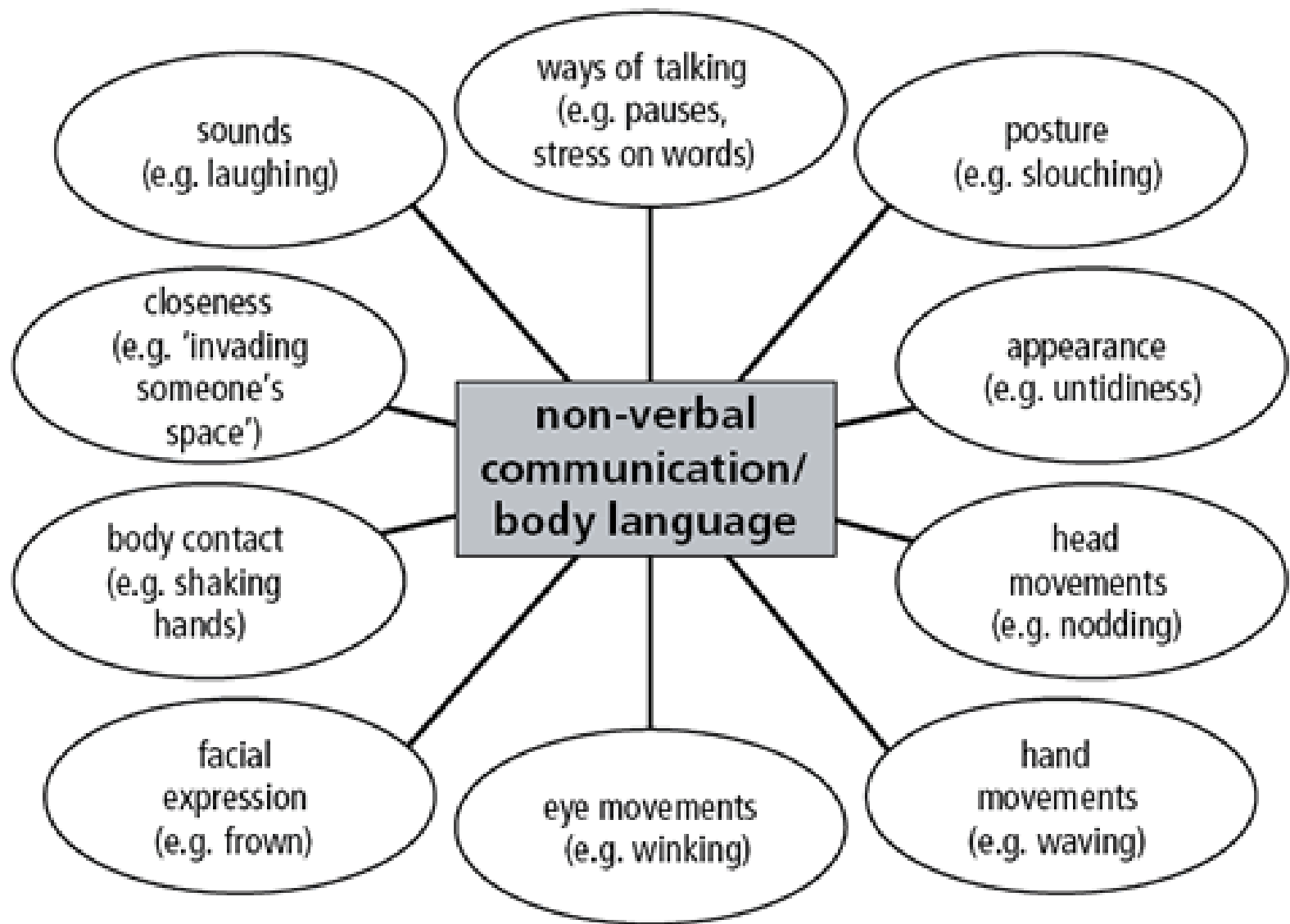


Verbal: 7%

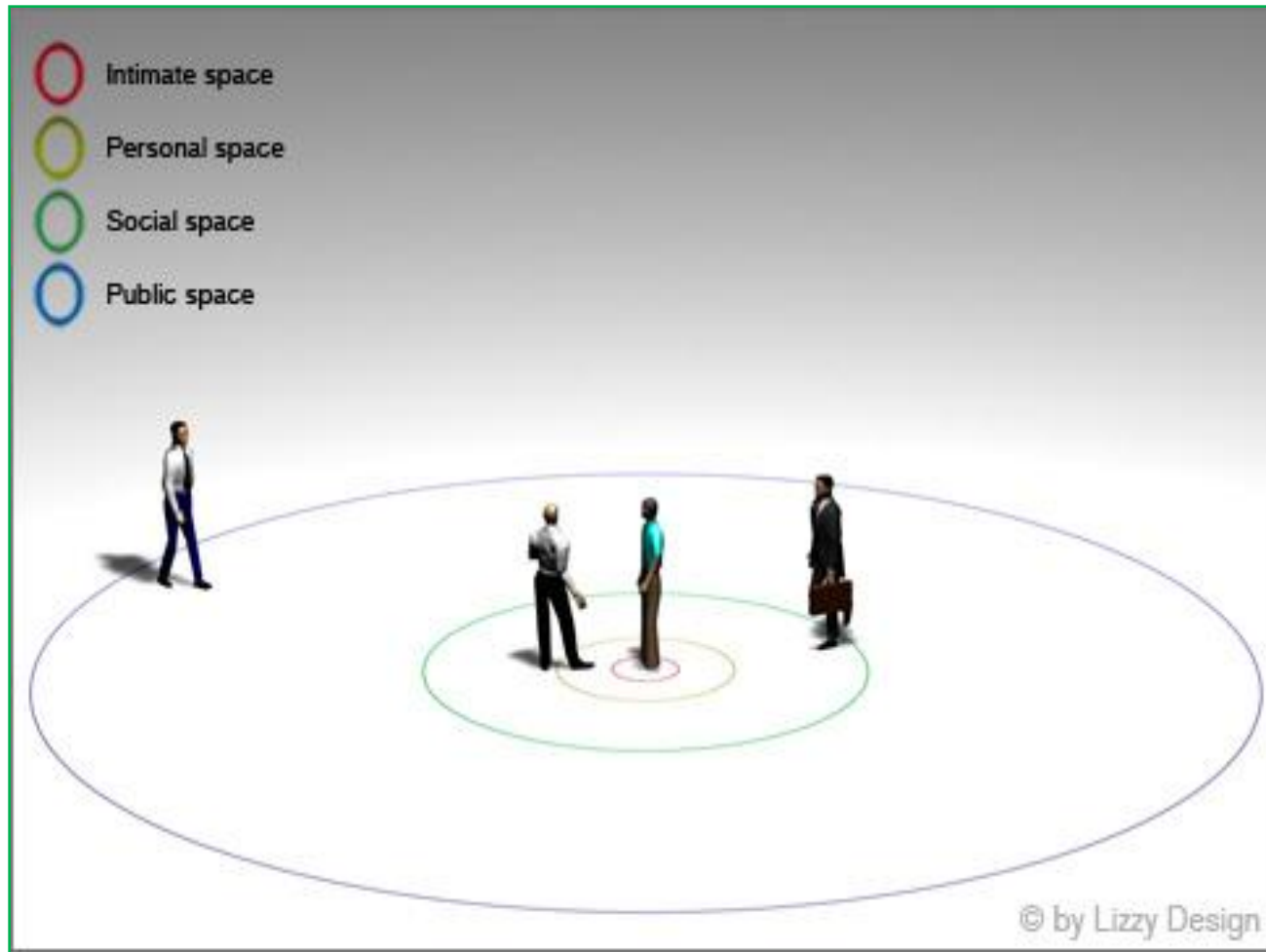
Body Language: 55%

Voice tone: 38%

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



# Proxemics: Science of territoriality



# 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

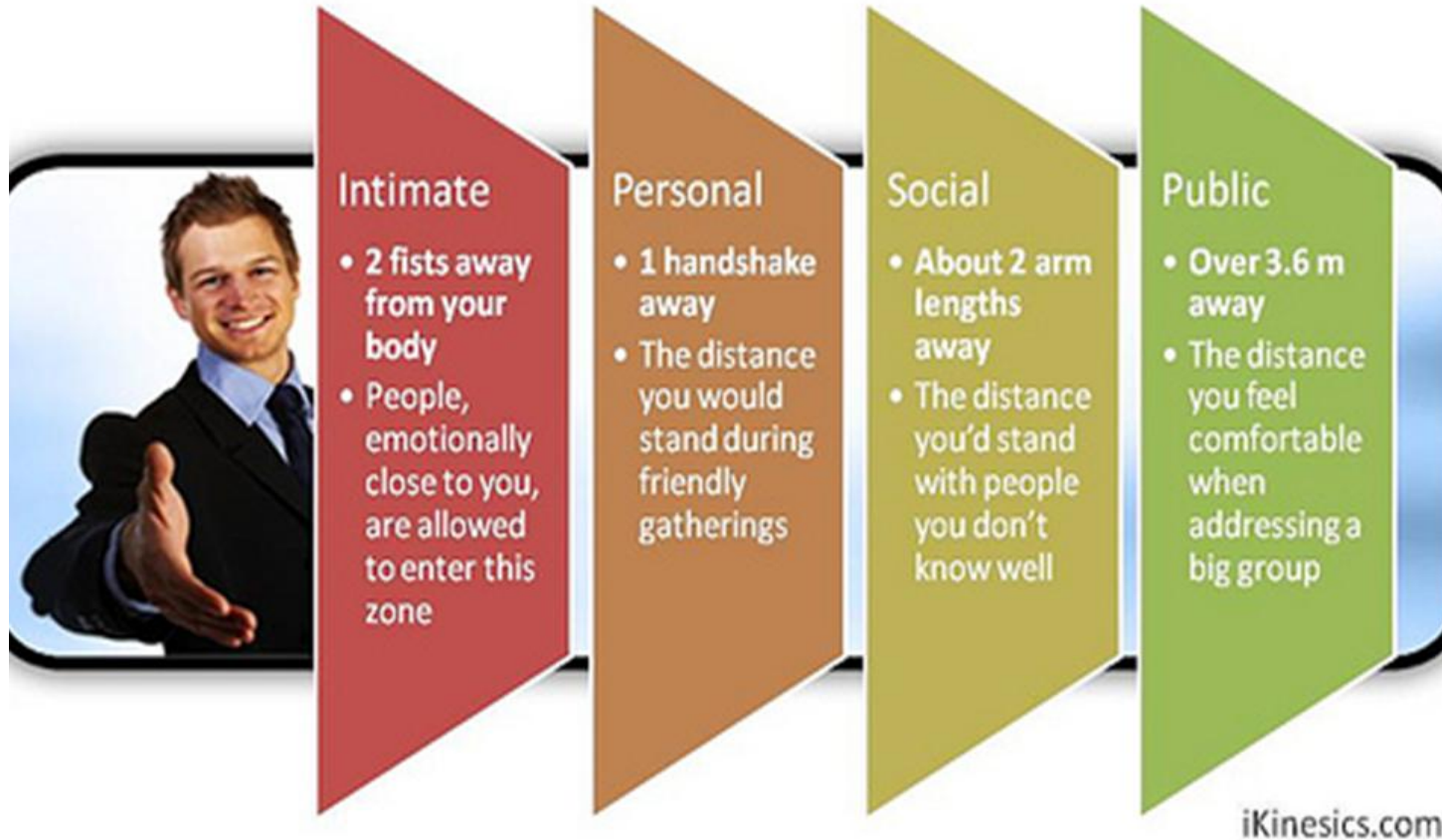
hands and purses and briefcases are used

to create a barrier



## ***Why?***

# Proxemics: Ideal distance





# 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: 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





# Haptics: Handshake



Looks familiar?

Share some 'interesting' handshakes you have experienced.

# 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



# Haptics: Handshake



*Shake hands  
from elbow*

- 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

# Haptics: Handshake



***Remember to  
smile and make  
eye contact***

- 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

# Haptics: Handshake



- 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



# Haptics: Handshake



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.

# Haptics: Handshake

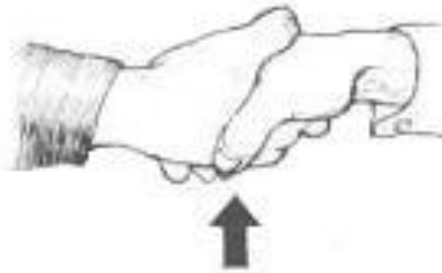


- Don't offer wet or sweaty palms for a handshake
- If you shake hands with someone who has sweaty palms, do not immediately wipe your hands on your clothing, handkerchief, or tissue
- This will embarrass the other person, who might be aware they have sweaty palms
- You can discretely wipe them on something after you are out of site, and wash them later

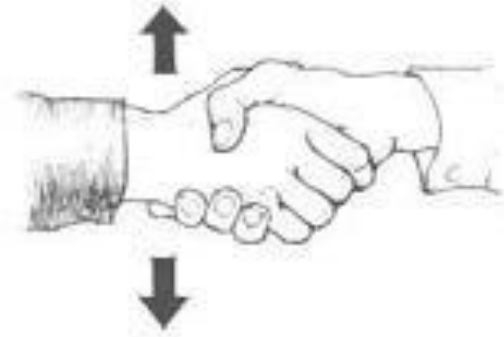
# Haptics: Palm positions



**Taking the control**



**Giving the control**



**Shaking hands**



**The Glove Handshake**

# Haptics: Double handshakes



**The wrist hold**



**The elbow grasp**



**The upper arm grip**



**The shoulder hold**

# Haptics: Handshake



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.



# Haptics: Handshake

- 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)

# Kinesics



The study of posture,  
movement, gestures & facial  
expression

# Kinesics: facial expression



Birdwhistle (1970):

The face is capable of  
conveying 250,000 expressions

# Kinesics: facial expression



*Identify the  
7 universal  
expressions...*



# Expressions: do's & don'ts

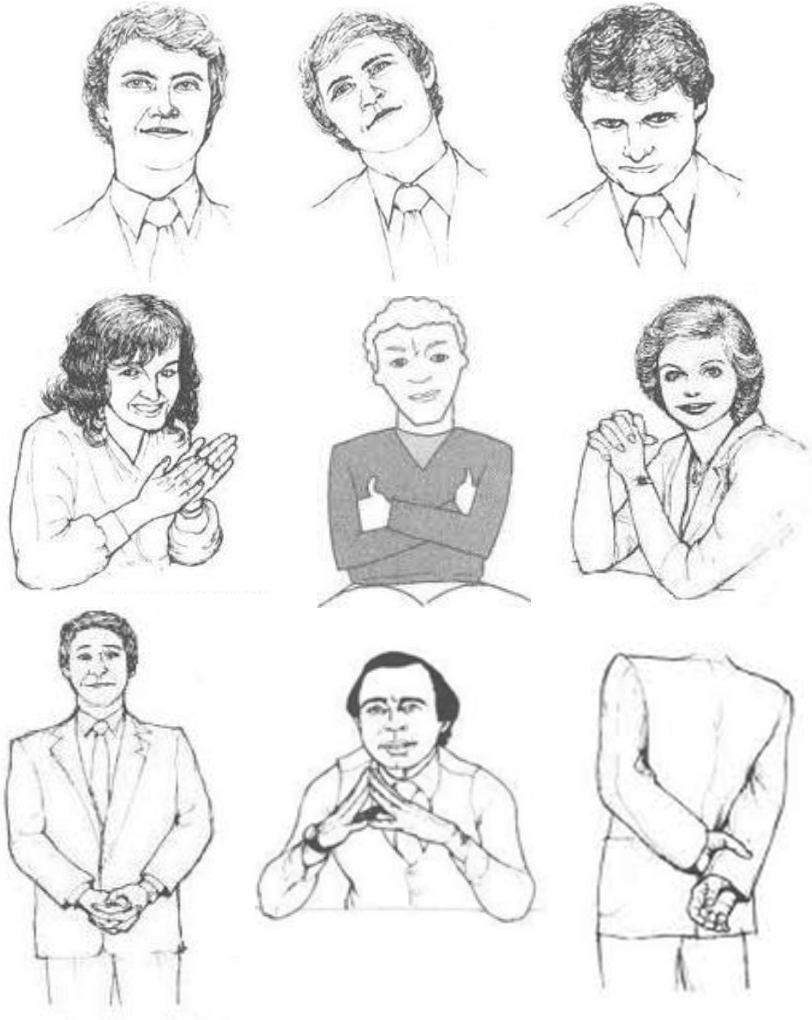


#1 Smile is the **most effective, non-expensive** and **under-utilized** resource to appear approachable



#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

# Gestures & postures: Feedback



***Neutral***



***Interested***



***Disapproval***

- 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 Palms***

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

# Gestures & postures: Frustration



*Hands clenched in raised position*

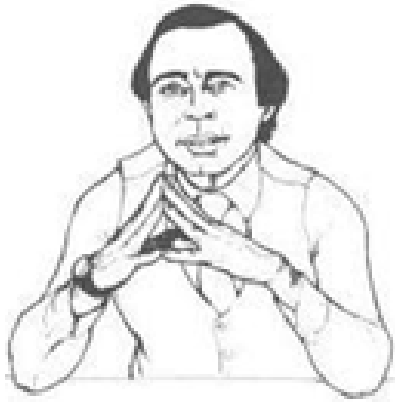
*Hands clenched in middle position*



*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 whom hands 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



***Interested  
Evaluation***



***Negative  
thoughts***



***Boredom***



***Chin Stroking  
Evaluation  
Gesture***



- 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



***Standard  
Leg Cross***



***Leg Lock  
Position***



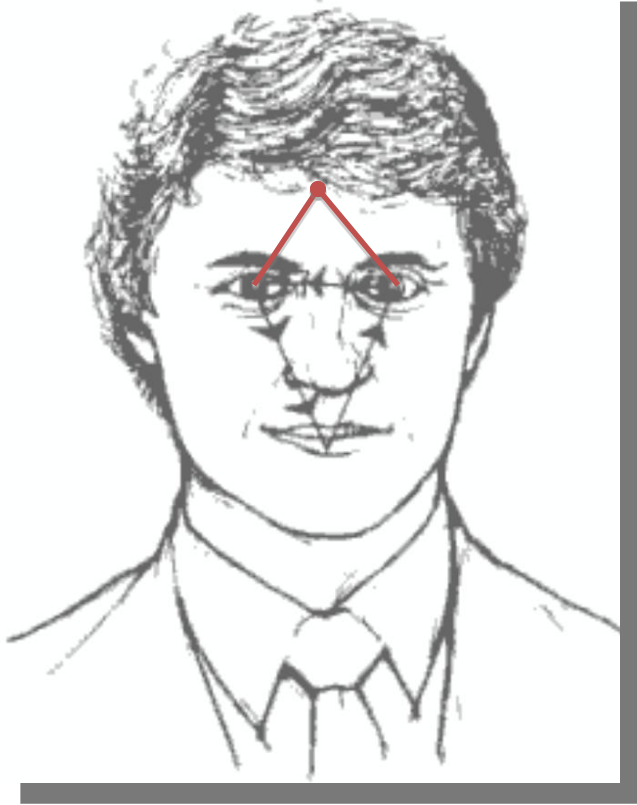
***Leg Lock  
Position***



***Ankle to  
Ankle 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

# 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