Body Language Speaks Louder Than Words
A BIT ABOUT ME...

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“*You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You are able to say to yourself, “I have lived through this horror. I can take the next thing that comes along. You must do the thing you think you cannot do.”* – Eleanor Roosevelt
OVERVIEW OF TODAY’S SEMINAR

• Learning Objectives
• Introduction/Definition
• Elements of Body Language
• Body Positioning in Group Collaboration
• Emotional Intelligence
• Improving Emotional Intelligence/Exercises
After completing this workshop presentation, you will be able to:

1. Recognizing body language of clients and development of better body language for yourself

2. How body positioning helps boost collaboration

3. Understand the importance of emotional intelligence in the workplace

4. Exercises in order to increase emotional intelligence
What is Body Language?

- Body language is nonverbal communication that involves body movement.
- "Gesturing" can also be termed as body language which is absolutely nonverbal means of communication.
- People in the workplace can convey a great deal of information without even speaking; through nonverbal communication.
How Does Body Speak?

- Like any spoken language, body language has words, sentences and punctuation.
- Each gesture is like a single word and one word may have several different meanings.
Why is Body Language important?

Body language plays a big role in intuition as it gives us messages about the other person, that we can interpret at an intuitive level.

Source: www.google.com
Body language

- Gesture
- Face
- Posture
non-verbal communication/body language

- ways of talking (e.g. pauses, stress on words)
- posture (e.g. slouching)
- appearance (e.g. untidiness)
- head movements (e.g. nodding)
- hand movements (e.g. waving)
- eye movements (e.g. winking)
- facial expression (e.g. frown)
- body contact (e.g. shaking hands)
- closeness (e.g. 'invading someone’s space')
- sounds (e.g. laughing)
What we are trying to deliver to the one whom we are communicating through verbal means might not be exactly similar to the one which we are delivering from our non-verbal means i.e. BODY
Types Of Gestures

- **Descriptive**
  - Clarify or enhance a verbal message

- **Emphatic**
  - Underscores a verbal message

- **Suggestive**
  - Symbols of ideas and emotions

- **Prompting**
  - Evoke a desired response
How Well Do You Understand Body Language?

Analyze the following pictures in order to understand what is being communicated through body language.
Good eye contact

Leaned forward, trust

Smiling, interested

Cocked head, engaged
1. Rolled eye, disengaged
2. Inside personal space
3. Turned away
4. Aggressive hand gesture
Looking up, recalling something

Looking down, emotionally not invested

Disinterest, no communication
Uncomfortable eyes

Invasive personal space

Stiff body VS relaxed body
Faced away, not involving her

Arms crossed, closed off

Embracing the moment VS caring less
Manly, powerful pose
Smiling, enjoyment
Trusting, leaning in
Who has the Power?

Direct eye contact, stern face

Submissive, no eye contact

Pointed finger, dominant handshake

Low-power pose, hiding self
THE BODY LANGUAGE OF EXPERTS
THE BODY LANGUAGE OF EXPERTS

• Expressive hand gestures – use your hands to make an impact
• Use the “steeple” to increase your credibility
• Use eyebrow raise to get others to pay attention
• Lean in when you want to share something special
• Use facial expressions to be more memorable
• Tilt your head to increase your charisma
• Use movement to increase your presence
Body Language is Biologically Innate
We Do have Some Control Over Our Non-verbal Communication

- Posture, while standing, sitting and walking
- Facial expression
- Eye contact
- Movement of arms and hands
- Maintaining personal space between self and others
Body Language Seen In Animals
Body Language Across Cultures
How aware are you of cultural differences in body language?
BODY LANGUAGE AROUND THE WORLD

HEAD

Nodding your head generally means agreement or approval.

But Bulgarians and Greeks, for example, are known for their unusual manner of saying yes and no: Nodding up and down signifies a negative.

EYES

Good eye contact is expected in the West. Strong eye contact is most notable in Spain, Greece, and Arab countries.

Finns and Japanese are embarrassed by another's stare, and seek eye contact only at the beginning of a conversation.
**EARS**

The Portuguese tug their earlobes to indicate tasty food, but in Italy this gesture has sexual connotations.

...and in Spain it means someone is not paying for their drinks.

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**NOSE**

A hearty nose blow into a handkerchief is typical in the West, while public nose blowing is frowned upon by the Japanese.

Tapping your nose means “confidential” in England, but “watch out” in Italy.
LIPS

In some cultures — Filipino, Native American, Puerto Rican, and many Latin American cultures — people use their lips to point, instead of a finger. In the West, people often kiss when they meet or when they say goodbye; in many Asian countries, it is considered too intimate of an action to be displayed in public.

ARMS

Many cultures use their arms freely, as in Italy, where they often wave their arms around when talking, or the US. But northern Europeans find it hard to tolerate gesturing with the arms, associating it with insincerity and over-dramatization. In Japan, gesturing with broad arm movements is considered impolite.
The **American** “goodbye” wave can be interpreted as the signal for “no” in many parts of **Europe** and **Latin America**.

The **Italian** goodbye wave can be interpreted by **Americans** as “come here.” The American “come here” gesture can be seen as an insult in most **Asian** countries.

In **Malaysia** it is taboo to point with your index finger, but you can point with your thumb. "Thumbs up" is used in many cultures, none more so than **Brazil** however,

...where the signal is used everywhere. However, it’s a rude sexual signal in some **Islamic** countries, **Sardinia**, and **Greece**, and can signify the number “1” in **France**.
Sitting crosslegged is common in North America and some European countries, but it’s viewed as disrespectful to show the sole of your shoe to another person in Asia and the Middle East.

Source: “When Cultures Collide: Leading Across Cultures” by Richard Lewis and NACADA (http://www.nacada.ksu.edu/)
“Language is a more recent technology. Your body language, your eyes, your energy will come through to your audience before you even start speaking.”

-Peter Guber
OBSERVING NON-VERBAL COMMUNICATION

- Posture
- Gestures
- Facial Expressions
- Eye Contact
POSTURE

VS
GESTURES
FACIAL EXPRESSIONS
EYE CONTACT
Mehrabian’s rule
Three Elements in Face-to-Face Contact

Elements of Personal Communication
- 7% spoken words
- 38% voice, tone
- 55% body language
ENCOURAGING COLLABORATION

- Maintaining good eye contact
- Remove any barriers
- Talk with your hands
- Smile
- Open body position
Physiological Differences

Testosterone
Primary sex hormone
Physiological Differences

Cortisol
Primary stress hormone

- **Hair:** High stress levels may cause excessive hair loss and some forms of baldness.
- **Brain:** Stress triggers mental and emotional problems such as insomnia, headaches, personality changes, irritability, anxiety, and depression.
- **Muscles:** Spasmodic pains in the neck and shoulders, musculoskeletal aches, lower back pain, and various minor muscular twitches and nervous tics are more noticeable under stress.
- **Digestive tract:** Stress can cause or aggravate diseases of the digestive tract including gastritis, stomach and duodenal ulcers, ulcerative colitis, and irritable colon.
- **Mouth:** Mouth ulcers and excessive dryness are often symptoms of stress.
- **Heart:** Cardiovascular disease and hypertension are linked to accumulated stress.
- **Lungs:** High levels of mental or emotional stress adversely affect individuals with asthmatic conditions.
- **Reproductive organs:** Stress affects the reproductive system causing menstrual disorders and recurrent vaginal infections in women and impotence and premature ejaculation in men.
- **Skin:** Some individuals react to stress with outbreaks of skin problems such as eczema and psoriasis.
PHYSIOLOGICAL DIFFERENCE

High Power

Testosterone (↑)

Cortisol (↓)

Low Power

Testosterone (↓)

Cortisol (↑)
Power Posing
Fake It Until You Make It
Power Posing

Predatory > During

How posing before can increase performance

2 MINUTES OF "POWER POSING" CAUSES A 25% DECREASE IN CORTISOL LEVELS
Telling who’s a good candidate for your business...
don't fake it till you make it. fake it till you become it.

(amy cuddy)
BODY LANGUAGE FOR PROFESSIONALS
3 Simple Steps to Reach an Agreement Easier

1. Address others at a 45-degree or greater angle
2. Match their body movement
3. Match their pace of speech
How these 3 steps may help...

- Less threatening
- More comfortable atmosphere
- Non-confrontational
- Discover similarities
- On the same page
- People respond differently
Having positive body language, which includes:

- Smiling
- Maintaining good eye contact
- Learning forward
- Addressing all parties
- Open arms

Helps the client feel they can trust you with decisions
What if a client is showing contradictory body language?

Become mindful &

Make them comfortable
BODY LANGUAGE OF
THE CLIENT
Measure your emotional intelligence. Try to identify the emotion conveyed in each of the 20 photos. Each answer will pinpoint the exact muscles involved in that emotion and explain the subtle differences between expressions, drawing on pioneering research by psychologists Paul Ekman and Dacher Keltner. Some emotions appear more than once.
1. THIS FACE IS EXPRESSING...

A. Embarrassment
B. Fear
C. Sadness
D. Surprise
ANSWER:
B. FEAR

- **Eyebrows**: Muscle contracts to pull eyebrows up and in
- **Eyelids**: Lower eyelid contracts and upper eyelids raise slightly
- **Lips**: Lip corners pulled sideways, tightening and elongating the mouth
2. THIS FACE IS EXPRESSING...

A. Flirtatiousness
B. Interest
C. Happiness
D. Politeness
ANSWER:
C. HAPPINESS

Eyelids: Muscles tighten around eyes, pouching of lower eyelid

Lips: Corners pulled up
3. THIS FACE IS EXPRESSING...

A. Sadness
B. Pain
C. Anger
D. Disgust
ANSWER:
C. ANGER

Forehead: Muscle contracts to furrow brow
Eyelids: Muscles contracts to tighten lower eyelids and raise upper eyelids
Lips: Tighten and press together
4. THIS FACE IS EXPRESSING...

A. Embarrassment
B. Sadness
C. Amusement
D. Shame
ANSWER:
A. EMBARRASSMENT

**Head:** Moves down and to the side

**Lips:** Press together and corners turn up slightly
5. THIS FACE IS EXPRESSING...

A. Pride
B. Contempt
C. Excitement
D. Anger
ANSWER:
A. PRIDE

- **Head**: Tilts backward
- **Lips**: Corners go up in slight smile
- **Jaw**: Thrusts out
6. THIS FACE IS EXPRESSING...

A. Fear
B. Interest
C. Surprise
D. Compassion
ANSWER:
C. SURPRISE
7. THIS FACE IS EXPRESSING...

A. Sadness
B. Shame
C. Disgust
D. Contempt
ANSWER: D. CONTEMPT

- **Head:** Tilts to the side
- **Eyes:** Look to the side
- **Lips:** Corners tighten on only one side of the face
8. THIS FACE IS EXPRESSING...

A. Anger
B. Pain
C. Disgust
D. Sadness
ANSWER: C. DISGUST

**Eyes:** Narrow and eyebrows pull down and in

**Nose:** Wrinkles at bridge

**Mouth:** Upper lip rises and mouth opens, tongue sticks out
9. THIS FACE IS EXPRESSING...

A. Desire
B. Embarrassment
C. Flirtatiousness
D. Love
ANSWER:
C. FLIRTATIOUSNESS

- **Eyes**: Narrow and make contact with someone
- **Head**: Turned to the side
- **Lips**: Corner pulled up
10. THIS FACE IS EXPRESSING...

A. Shame
B. Anger
C. Sadness
D. Pain
ANSWER:
D. PAIN

Eyes: Close tightly, eyebrows lower

Lips: Tighten and press upwards
11. THIS FACE IS EXPRESSING...

A. Compassion
B. Sadness
C. Anger
D. Interest
Answer:
A. Compassion

- Eyebrows: Pulled in and up
- Head: Tilts forward slightly
- Lips: Press together
12. THIS FACE IS EXPRESSING...

A. Amusement
B. Desire
C. Surprise
D. Excitement
ANSWER:
A. AMUSEMENT

- **Head:** Thrown back
- **Eyes:** Muscles tighten around the eyes
- **Mouth:** Open, with muscles around it relaxed
13. THIS FACE IS EXPRESSING...

A. Surprise
B. Interest
C. Desire
D. Happiness
ANSWER:
B. INTEREST
14. THIS FACE IS EXPRESSING...

A. Sadness
B. Shame
C. Disgust
D. Compassion
ANSWER:
A. SADNESS

- **Forehead**: Skin pouches in middle
- **Eyes**: Eyebrows pull in and partly up, downward gaze
- **Lips**: Corners pulled straight down
15. THIS FACE IS EXPRESSING...

A. Disgust
B. Love
C. Contempt
D. Desire
ANSWER:
D. DESIRE

Mouth: Open, with tongue sticking out
16. THIS FACE IS EXPRESSING...

A. Sadness
B. Pride
C. Embarrassment
D. Shame
ANSWER: D. SHAME
17. THIS FACE IS EXPRESSING...

A. Happiness
B. Desire
C. Politeness
D. Compassion
ANSWER:
C. POLITENESS

Eyes: Muscles remain relaxed, no crow’s feet

Lips: Corners pulled up slightly
18. THIS FACE IS EXPRESSING...

A. Sadness
B. Shame
C. Embarrassment
D. Love
ANSWER: C. EMBARRASSMENT

- **Head**: Moves down and to the side
- **Hand**: Touches the face
- **Lips**: Press together, corners pulled up slightly
19. THIS FACE IS EXPRESSING...

A. Guilt
B. Sadness
C. Pain
D. Disgust
ANSWER:
C. PAIN

**Eyes:** Close tightly, eyebrows lower

**Lips:** Tighten and press upwards
20. THIS FACE IS EXPRESSING...

A. Satisfaction
B. Flirtatiousness
C. Love
D. Compassion
ANSWER:
C. LOVE

- **Head**: Tilts to the side
- **Eyes**: Lower eyelid tightened
- **Lips**: Corners pulled up
YOUR SCORE:
HOW WELL CAN YOU READ
OTHER PEOPLE?
0-9 out of 20: You've got some work to do. Your score places you well below average at reading expressions.

10-11 out of 20: You've got some work to do. Your score places you below average at reading expressions.

12-13 out of 20: Not bad. Your score places you around the average at reading expressions.

14 out of 20: Not bad. Your score means you're slightly better than the average at reading expressions.

15 out of 20: Not bad. Your score means you're better than the average at reading expressions.
16-17 out of 20: Nice work. You seem naturally well-attuned to others' emotions--a vital skill for forming compassionate connections. You scored above average but still have room for growth.

18 out of 20: Impressive. You've got a strong ability to read other people and understand what they're feeling. It's a great skill to have in a friend (and a poker player). Your score puts you in the upper echelons of emotional intelligence.

19 out of 20: Wow. You've got an exceptional ability to read other people and understand what they're feeling. It's a great skill to have in a friend (and a poker player). Your score puts you in the upper echelons of emotional intelligence.

20 out of 20: Congratulations--a perfect score! You've got a truly exceptional ability to read other people and understand what they're feeling. It's a great skill to have in a friend (and a poker player).
1. Helps increase collaboration

2. Make clients feel more safe and comfortable

3. Promote equality and understanding between you and your client
FACE-TO-FACE

- Confrontational
- Increases defensiveness
- Indicates “serious talk”
• Allows for collaboration
• Face-to-face without intimidation
• Comfortable arrangement
• Personal space
• Not good in working setting
• Threatens personal space
• Obstructs communication
10 WHAT NOT TO DO...

1. Slouching
2. Exaggerated gestures
3. Watching the clock
4. Turning yourself away from others
5. Crossed arms
6. Exaggerated nodding
7. Fidgeting
8. Avoiding eye contact
9. Clenched fists
10. Getting too close
What To Look Out For...

**Fear**
- Raised eyebrows
- Eyes more open
- Mouth opens
- Flared nostrils
- Slight frown

**Angr**
- Clenching fists
- Nostrils flared
- Lips curled

**Remorse**
- Cheeks raised
- Lip corners depressed
- Rigid
- Scratching arm
- Vocal tone goes up
- Voice drops off

**Lying**
- Touching neck
- Head forward
- Touching brow
- Disgust

**Shame**
- One shoulder shrug
- Stepping back
- Folding arms
- Grimacing

**Disbelief**
- Fast breathing
- Tensed hand/turned upward
- Hurried speech
- Hands in pockets
- Hesitation in speech
- Biting lips

**Scorn**
- Sneer
- Microexpression

**Anxiety**
- Fidgeting
- Hand/turned upward
- Hesitant speech
- Hands in pockets
- Hesitation in speech
- Biting lips
What To Look Out For...

- **Apprehension**
  - Eyebrows pressed together
  - Up in the corner

- **Contempt**
  - Eyes down and away
  - Slight smirk

- **Guilt**
  - Looking down and away

- **Pain**
  - Eyebrows together
  - Mouth open
  - Slight frown
  - Wincing

- **Embarrassment**
  - Raising the chin
  - Frown
  - Scorn

- **Apprehension**
  - Eyebrows pressed together
  - Up in the corner

- **Self-Hushing**
  - Index fingers over lips
  - Reverse-pursed lips
  - Hands clasped

- **Distancing**
  - Folding arms
  - Stop use of contractions
  - “that woman/man”

- **Sadness**
  - Slow, soft speech
  - Oblique eyebrows
Mirroring
The Chameleon Effect
Does mimicking other people’s body language really make them like us?
Let’s Relate This To Business...
What Is Emotional Intelligence?

The ability to perceive, reason, understand and manage our own emotions as well as those around us.

Emotional intelligence is made up of four core skills.
Better For The Workplace?

• Helps manage stress
• Enhance cooperation & teamwork
• Create stable workplace relationships
• Increase job satisfaction
• Higher productivity
Domains Of Emotional Intelligence

Personal Competence
- Self-Awareness
- Self-Management

Social Competence
- Social Awareness
- Relationship Management
POP QUIZ!
What Needs Improvement?

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
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<tbody>
<tr>
<td>Emotional Awareness</td>
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<tr>
<td>Relationship Management</td>
<td>0 2 4 6 8 10 12 14 16 18 20 22 24 26 28 30 32 34 36 38 40</td>
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Measure your effectiveness in each domain using the following key:

- **0 – 24** Area for Enrichment: *Requires* attention and development
- **25 – 34** Effective Functioning: Consider *strengthening*
- **35 – 40** Enhanced Skills: Use as *leverage* to develop weaker areas
Developing Emotional Intelligence

Connecting your rational and emotional thoughts
1. Rapidly reduce stress in the moment

2. Develop emotional awareness

3. Connect emotionally though nonverbal communication

4. Use humor and play to deal with challenges

5. Resolve conflict positively
Ask yourself the three following questions…

1. “What am I doing right now?”
2. “What feelings do I have right now?”
3. “What do I feel in my body right now?”
The Marshmallow Test
What advice would you give the kids who “failed” the marshmallow test?

…Now imagine a situation where you could benefit from controlling an impulse and apply your own coaching!


Posture [Photograph]. (n.d.). Retrieved from https://nationalvetcontent.edu.au/alfresco/d/d/workspace/SpacesStore/b13b0b38-07f7-4b41-93f3-a661d822c81d/903/content/resources/03_effective_communication/04_nonverbal_comm/page_005.htm

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REFERENCES CONTINUED


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