

## How to Master Non-Verbal Communication

Simple Steps to Understand Body Language and Speech

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## 80% of Communication is Nonverbal

- Difficulty reading nonverbal cues
- May miss subtleties of speech
- May misinterpret the question
- Lack of eye focus
- Lack of “body presence”

**Challenges Can Be Overcome**

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## Non Verbal Communication

- Facial expressions
- Body Language
- Tone of Voice
- “Semi-Verbal” Subtleties of Speech
  - Sarcasm
  - Nuances language
  - Plays on words

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### Boss = Traffic Signal

- The boss' face and body language is a traffic signal
- You must be able to read the traffic signal
  - Red light STOP
  - Green light, CONTINUE



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### How to Read Facial Expressions

- Much easier than it seems
- Focus on 3 things...
  - Eyes (eye brow)
  - Mouth
  - Head tilt
- Mostly up and down



Up

Down

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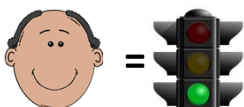
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### How to Recognize the Signals

- Eyes (really eye brows) and Mouth

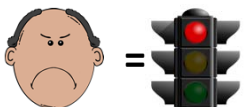
– Up = Green light

- Continue
- Happy, pleased



– Down = Red light

- Stop, something is wrong
- Frown, displeasure



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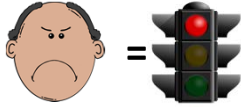
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### When You Hit a Red Light What Do You Do?



- When you hit a **red light STOP** what you are doing,
  - back down the path
  - take a different road/different approach.

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### Why You Hit a Red Light



- Not answering the question
    - Maybe you misunderstood question
  - Answer is too long or too short
  - Not providing an answer to “What’s in it for me?”
  - “Bad” answer – badmouthing prior boss/colleagues
- Back down the path, stop what you are saying**

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### Reading the Boss – Body Language

- Body Language
  - Notice arms, legs
  - Posture
- Read the boss
  - **Crossed = Red light**
  - **Open = Green light**

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### Reading the Boss – Posture

- Posture
  - Leaning forward = keen interest
    - Green Light
  - Leaning back = less interest or power position (rare in interview)
    - Possible Red Light

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### Mirroring

- People feel comfortable if your communication style matches theirs
  - Tone of voice
  - Speed of speaking
  - Body language
- Do whatever boss does
  - Note: if the boss is VERY casual, be careful.
  - You are the one asking for a job.

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### Goal of Mirroring

- Make others feel more comfortable
- Mostly subconscious
  - Out of sync styles causes people to feel uncomfortable, that you are not “like” them
- Important for boss to like you
- Many are hired because the boss “felt” like you were the right candidate

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### Presence = Your Physical Presentation

- How you physically come off
- Hand shake
- Stand straight
- Sit showing you are interested
  - Sit on edge of chair
  - Lean forward
  - Use body language



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### Use Body Language to Improve Presence

- **When you see Green light**
  - Show you are interested open and you like the boss
  - Smile
  - Raise eyebrows
  - Open Body Language (don't cross your arms)



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### Body Tells All

- Sit still, don't slouch
- Don't pick nose or other part of body
- Don't play with your hair – implies you are not paying attention
- Don't look away – ceiling, floor – focus on boss
- FOCUS – don't space out

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### How to Dress



- Never under dress for an interview
- Men should always wear a shirt and tie at a minimum
- A suit is important if the job is an office job
- Women should dress conservatively
- No NOT wear anything low cut
- No short skirts

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### Answering Hostile Questions

- If the boss says something critical do not DEXIFY
  - Defend
  - Explain
  - Justify

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### How to Answer a Critical Question

**"You took 7 years to finish your bachelors degree. That's seem like a long time."**

- Acknowledge the bosses feelings  
"I can understand why you would say that."
- Provide a positive reason why this will not impact him  
"I received a great education which will help me be a big contributor to this company."
- Use it as an opportunity to offer a golden ticket  
"I am very dedicated and hard working. And my past work experience will allow me to come up to speed quickly."

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### Overcoming Fear and Anxiety

- Understand that the boss wants to hire you...if you fit the job
- Clearly deliver “golden tickets”...
  - Explain WHY you are a good fit
  - Explain HOW it benefits the boss
- Practice, practice, practice

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