

## Body language

### General:

Basically these are three elements responsible for conveying a message.

Words are responsible for 7%, the intonation for 38%, and the body language for 55%.

**First;** use positive body language, such as nodding and looking the other in the eye, to encourage the other to continue his or her argument. It is simple enough, but is quickly forgotten. Other aspects of body language are; lean the light forward to the other, keep your hands still and let it lie where the other can see them and assume a relaxed position when you sit or stand in front of the other. These matters also apply on the telephone. People feel when you are distracted during a conversation.

**Second;** consciously choose your timbre and pitch of your voice. Your voice sounds strikingly different when you are relaxed, tense or frustrated.

**Finally;** tune in to the speed of speaking with the other. Each person has an different speech patterns. One speaks quickly, in bullet points, where another speaks quietly and occasionally deviates from the subject. Your goal will be to join the speaker as well as you can. It is not a foolish imitation behavior, but offers them the information in the way they prefer and in the way that they can best incorporate.

### **Furthermore**

Those who want to make contact with you are motivated when the visual signals you send are inviting.

- relaxed posture, no nervousness
- don't dance to the tips of the toes
- positive (a smile).
- Nod and think in yo terms.
- open and inviting attitude (arms, hands, viewing direction)
- look at people (which is not the same as finding eye contact) ready for the action, so rather standing than sitting. In any case, not leaning against the wall or on the table

Making an initial contact almost always starts visually. Looking - eye contact - a smile - a gesture of rapprochement (a nod, mirroring) This is an active process of making contact. Be attentive and receptive to these types of signals: the transmitter expects you to pick up this signal and respond to it. If you don't do this, it looks like you're keeping distance ... Cool frog?

You can look at someone, you can also find eye contact with someone. These are 2 different ways of looking, the first is more superficial, the second personal.

You look in the triangle eyebrows / nose. This is the neutral viewing zone where you talk to someone at the same level. In this zone your eyes are allowed to turn around without your gaze having a special effect. There is no superiority, no inferiority either. No visual contact (looking outside the triangle) gives a sense of falsehood or embarrassment.

Eye contact is looking in the pupils of the other. This is very intimate and very powerful. You can only do this for a moment and make your focus on the person clear, after that it becomes either (too) inviting, or confronting and aggressive. People who look into your eyes for too long react reflexively with, for example, skin color changes. Blinking eyes looks like uncertainty wandering eyes gives an impression of disinterest a fixed eye contact might look like staring, which in turn can trigger very unpleasant feelings.

## **OTHER IMPORTANT FACTORS:**

### Time and place

In addition, our call is: change your attitude to life. Because taking time for the other is an attitude, behavior that you can learn. It is the way we are present during the conversation. In the here and now. Are we listening with space in our heads or are we overflowing and just want to spread our own words about the other person.

### Distance

If the distance does not feel natural, communication is usually disrupted.

The four interpersonal zones

1. The public zone - from 2.5 meters It is useful to know this zone when it comes to speaking for groups.
2. The social zone - between 2.5 meters and 80 cm This distance is mainly functional in social traffic in which we make contact with people, but where the contact is usually short-term and superficial.
3. The personal zone - between 1 meter and 40 cm In this zone most conversations take place, including business conversations. The distance is large enough to look at each other and to be able to read facial expressions. But not too big to lose confidentiality.
4. The intimate zone - up to 40 cm This zone is almost exclusively suitable for communication of a very personal nature, such as between lovers or others with whom we have an intimate relationship, such as our children.

Also pay attention to your posture, what is your position or are you involved in a conversation? How are your shoulders? How do you keep your hands and arms? Are you looking at the other person? In other words, would a better or different attitude be conceivable? Choose the position that you think will pay off. More will follow.

### Laugh

This tip is perhaps the most important of all. It is about the power of laughter, ranging from a light smile to the exuberant smile that is contagious and takes everyone along. Laughter is special. Laughter relaxes, puts things into perspective and is extremely healthy. It is a quality that we should cherish with all our heart!

Research has shown that on average, children laugh about two hundred times a day. They can really laugh at anything. For themselves, for something they see or for something they do. Everyone recognizes their playfulness, spontaneity and cheerfulness. We love to see and experience this! Adults only 15 times a day on average, so there are many people who laugh even less than 15 times!

How often do you smile every day? When did you last laugh to tears? What needs to happen to make the corners of your mouth curl? Probably not even that much. By being more aware of the healthy functioning of laughter, releasing certain beliefs or allowing funny moments, your laughter frequency will increase.

## Talking to your body:

### Judging about posture

People are judged by their posture. A person's posture is one of the first aspects that you can observe. When you meet someone for the first time you judge in a flash what he or she looks like: is it a man or a woman, what age is he or she, how is someone dressed and what position does he take: upright or bent, open or closed. All this together gives a first impression on which we judge someone. When we talk about someone's attitude, often their posture is meant and not his attitude. Yet one has a lot to do with the other. You also feel how your posture is. If you are gloomy then it helps to improve your mood if you consciously walk or sit upright.

### Influence by attitude

It is not only important to pay attention to your posture because you are judged by it. If you become an experienced posture expert, you can also influence someone else by using your knowledge. You can reflect in this, your posture and behavior are exactly the same as that of the other. You intentionally copy the posture and behavior of the other person. The idea behind this is that by doing this you also adopt the other person's way of thinking. You share the same feelings, beliefs and strategies. The other gets the "feeling" that he is being understood; that he is liked. In the beginning you are afraid that the other person will notice, but is rarely the case.

### Posture attune to relationship type

We never have just posture, unless we are alone. We adjust our posture to others. However, keep in mind that body language is a whole of different body signs. We show our relationship to the other through our posture. You can do this in the following ways:

#### *1. Symmetrical posture or asymmetrical posture.*

A symmetrical posture is an posture in which the arms and legs, left and right, are held in the same position. Someone who takes on a symmetrical attitude shows respect or submission. For people who are formally our superior and whom we respect, we will often adopt a symmetrical attitude. If we feel more relaxed in someone's presence, we will adopt an asymmetrical attitude. For example, we can hang out a bit, raise a leg or lay our legs across each other.

#### *2. Closed or open position.*

Someone who does not feel secure in the presence of the other takes a closed position. Then he crosses his arms or legs or holds an object, such as his folder, in front of him. He thereby shields himself from a too intimate approach. At the start of a conversation we often assume a closed attitude. We first have to see if we can and want to trust the other. If we feel more at ease, we can adopt an open attitude. However, this is not the rule. Many people always stand or sit with their arms crossed or sit cross-legged. They find that an easy posture. To assess the extent to which the other person feels comfortable with us, we must therefore also pay attention to other signs. We can also adopt an open or closed position with our hands. With open, forward-stretched hands, we indicate, for example, our innocence or ignorance. If we say the same thing with clenched fists, we appear aggressive or not very credible.

#### *3. Face or turn away*

The more interest we have in the other and what he has to say, the more we turn to him. We do this by turning our head and body towards the other. When two people find each other in a conversation, they usually turn their legs towards each other. The knee that is furthest away from the other crosses the leg closest to it. With that we also turn our body and our outer arm towards the other showing interest. Sometimes you also see that the legs point in the other way. This is a conversation that must be short or that they do not agree with each other. However, there must be enough room to sit with your knees facing each other.

#### *4. Include or exclude*

If a third person wants to get involved in the conversation, we can give him space to do so. The people who are already talking to each other then turn slightly towards the other. This makes him involved. If the others do not want to involve him in the conversation, they remain facing each other. The other is then somewhat lost and will eventually leave.

#### Supporting movements

Through intonation we give expression to what we want to make clear to the other. If we accompany our words of head, hand, shoulder and arm movements, we can emphasize our message even more. While articulating our thoughts, we make the most use of our heads to mark our spoken sentences with periods and commas. Nodding does not only mean consent but also encouragement from the other person to talk. No, shaking means: "I'd like to argue with that."

The further the body part of the head, the less conscious control we have over it! So legs and feet usually tell the truth par excellence.

#### Other body signals

The palm on the chest gesture indicates sincerity

The thumb under the chin indicates critical assessment and a negative attitude. A good way to get the other to stop this gesture is to hand them something

Rubbing the chin indicates decisiveness. If you see this gesture, avoid the temptation to interrupt it.

When someone rubs his nose, it is an indication that they do not like to talk about the subject. When you see this gesture it will be smart to investigate this with open questions, in order to dispel his doubts.

When someone touches the lips with his glasses it means that they are postponing a decision. If they put their glasses back on their faces, the decision is made. If they put it away, you have more work to do.

When someone looks over their glasses, this indicates supervision and control.

The following gestures are associated with lying;

- Talk through the fingers
- Rub in the eyes Rub over the ears
- Lack of direct eye contact
- An honest smile is distinguished by smile lines next to the eyes

#### Final word

We have not spoken here about the signals that we show with our facial expression and the associated micro signals. We will discuss this in a separate document. In all communications, the most important thing is and remains that we are genuinely interested in the other!