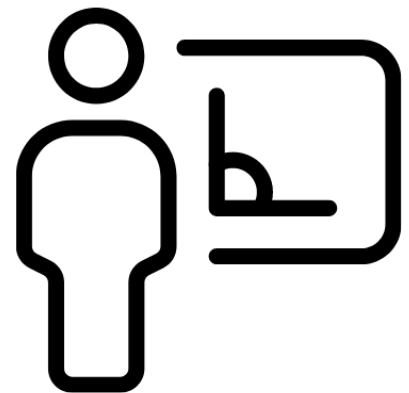


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

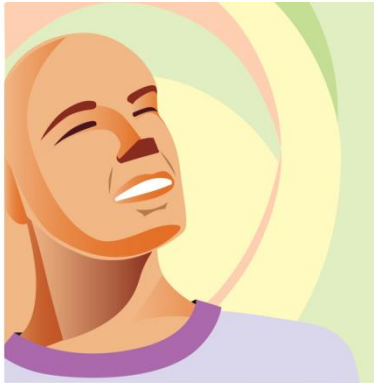
The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



The body never lies.

Martha Graham

Module Two: Communicating with Body Language



We are constantly communicating, even when we are not speaking. Unspoken communication makes up over half of what we tell others and they tell us. It affects our work and personal relationships. Improve negotiating, management, and interpersonal skills by correctly interpreting body language and important signals.

Learning a New Language

In many ways understanding body language is like learning a foreign language. There are a few tips that make learning any language, even a nonverbal one, easier.



Tips:

- Set Goals: Make sure that your goals are realistic and have specific timelines.
- Devote time to learning: Schedule time to practice. Do not rely on spare time.
- Practice daily: Hone skills by continued practice.
- Enjoy the process: You are not in school. Relax and have fun with your new skill.

Estimated Time	8 minutes
Topic Objective	Share ways to learn nonverbal communication.

Topic Summary	Learning a Language Prepare for learning body language.
Materials Required	<i>Worksheet 1-Language Tips</i>
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Discuss your answers with the rest of the class.
Stories to Share	Share your goals and practice schedule with the group.
Delivery Tips	Encourage participants to discuss their ideas, but do not force anyone.
Review Questions	What is body language similar to learning?

The Power of Body Language

Understanding body language does more than improve relationships. You will gain insight into the thoughts and feelings of those around you. Because it is not a conscious form of communication, people betray themselves in their body language. Body language is powerful in several ways.



The Power of Body Language:

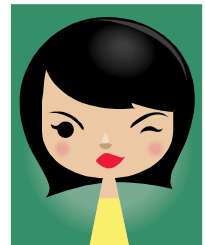
- It is honest: Body language conveys truth, even when words do not.
- Creates self-awareness: Understanding body language helps you identify your own actions that hinder success.
- Understand feelings: Body language shows feelings and motive such as aggression, submission, deception, etc. Use these as cues to your communication.
- Enhance listening and communication skills: Paying attention to body language makes someone a better listener. Picking up on gestures and cues helps you understand what is really being said.

Estimated Time	8 minutes
Topic Objective	Explore the power of body language.
Topic Summary	The Power of Body Language

	Discuss how body language gives power and prevents problems.
Materials Required	Flipchart/Marker
Planning Checklist	None
Recommended Activity	Have participants discuss personal experiences related to body language, either personal or observed. For example, ignoring aggressive body language of a coworker who later made threats. List some on the flip chart and highlight body language signs.
Stories to Share	Share any relevant personal experiences that relate to body language.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is not a conscious form of communication?

More than Words

Much of the way people communicate is nonverbal. Body language specifically focuses on the physical aspects of conversation, not tone, or pitch. It includes the following characteristics.



Body Language:

- Proximity: The distance between people
- Positioning: Position of a body
- Facial expression: The eyes are particularly noticed.
- Touching: This includes objects, people, and themselves.
- Breathing: The rate of respiration is telling.

Estimated Time	10 minutes
Topic Objective	Explore body language.
Topic Summary	More than Words Outline body language.
Materials Required	Pictures or computer, Flipchart/Marker

Planning Checklist	Find a selection of pictures that shows different facial expressions, postures, etc. Create a presentation on the computer to bring to class, or print the pictures.
Recommended Activity	Pass the pictures around or use the presentation. Ask the class to interpret what the pictures communicate. List the ideas on the flipchart.
Stories to Share	Share any relevant personal stories.
Delivery Tips	Tell the participants to use their gut reactions. They are not expected to ready body language yet.
Review Questions	What is particularly noticed in facial expressions?

Actions Speak Louder than Words



Our impressions of each other are based on more than words. People can have cordial conversations and not like each other. The actions that we take are stronger than our words. For example, a person may dismiss someone using body language and not saying anything negative. Like it or not, our body language makes a lasting impression on the people around us.

What Actions Can Say:

- Deception
- Confidence
- Nerves
- Boredom
- Emotions
- Attraction
- Being open
- Being closed off

Please note that this is not an exhaustive list of what body language can communicate.

Estimated Time	10 minutes
Topic Objective	Explore what body language can say.

Topic Summary	<p>Actions Speak Louder than Words</p> <p>Understand the importance of body language on first impressions.</p>
Materials Required	Flipchart/Marker
Planning Checklist	None
Recommended Activity	Have the participant's think of problematic social encounters that were not based on spoken communication, and share their experiences. What did the body language communicate and how? List common communications on the flipchart.
Stories to Share	Share a relevant personal story. It does not have to be a professional story. For example, share about a bad date.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is more important than words?

Practical Illustration



Jim had to hire a new personal assistant. He needed someone organized and personable. Jen answered all of the interview questions perfectly. She had the necessary training and education, so Jim hired her. After a few weeks, some of Jim's coworkers complained about her behavior. They accused her of being aggressive and insubordinate, but she never said anything specifically rude or hostile. Her tone and body language, however, were extremely aggressive. For example, she rolled her eyes when people asked her questions. Jim had to coach Jen on her nonverbal communication, and he added a body language evaluation to his interview process.

Module Two: Review Questions

1.) Goals should be _____?

- a) Concurrent
- b) Compatible
- c) Revised
- d) Realistic

Goals should be realistic. They should also have timelines.

2.) How often should body language be practiced?

- a) Hourly
- b) Weekly
- c) Daily
- d) Monthly

Like any language body language requires practice. It should occur every day.

3.) What does body language NOT improve?

- a) Sight
- b) Listening
- c) Success
- d) Understanding

Body language does not improve sight. It can improve listening and understanding, which improves success.

4.) What should provide cues to your communication?

- a) Your own feelings
- b) Feelings of others
- c) The tone of voice
- d) The truth

Body language betrays emotions. These feelings should provide cues to your communication.

5.) What is the term for the distance between people?

- a) Respiration
- b) Proximity
- c) Positioning
- d) Screening

Proximity is the distance between people. This distance is part of a person's body language.

6.) What is NOT included in touching?

- a) Self
- b) Others
- c) Positioning
- d) Objects

The way people touch objects, others, or themselves is important. Positioning is another category.

7.) _____ makes a lasting impression.

- a) Body language
- b) Words
- c) Appearance
- d) Clothing

Body language makes a lasting impression.

8.) Body language can communicate _____.

- a) Experience
- b) Estimation
- c) Expectations
- d) Deception

Body language can communicate when someone is being deceptive.

9.) What is an unacceptable form of body communication?

- a) Yelling
- b) Aggression
- c) Eye rolling
- d) All of the above

All of the options are negative forms of body language.

10.) Learning to interpret body language is a difficult process.

- a) True
- b) False

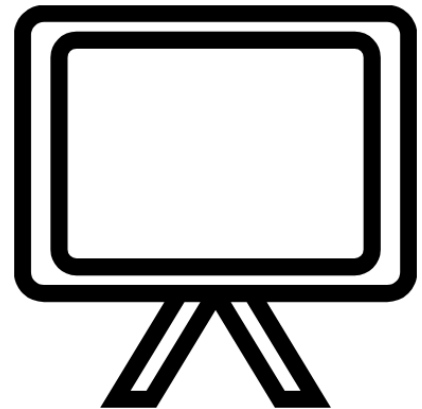
Enjoy the process: You are not in school. Relax and have fun with your new skill.

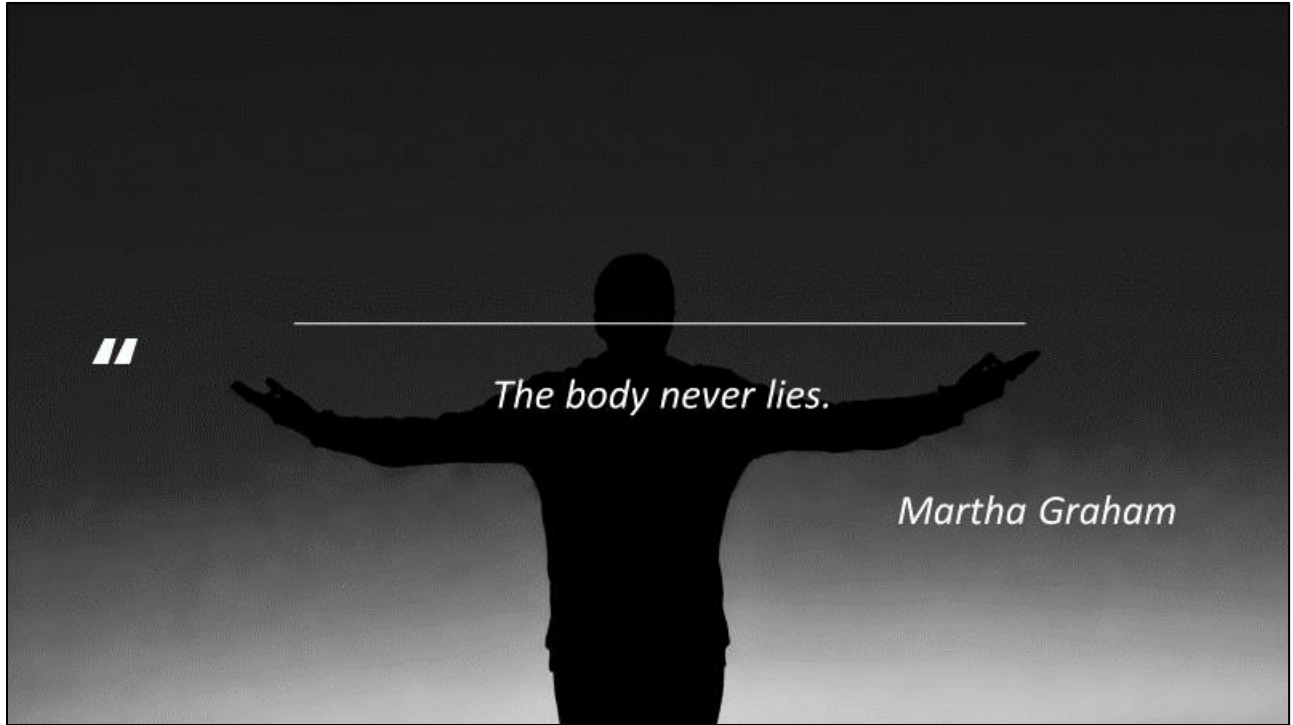
PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





MODULE TWO

Communicating with Body Language

We are constantly communicating, even when we are not speaking.

It affects our work and personal relationships.



Learning a New Language

Set Goals

Devote time to learning

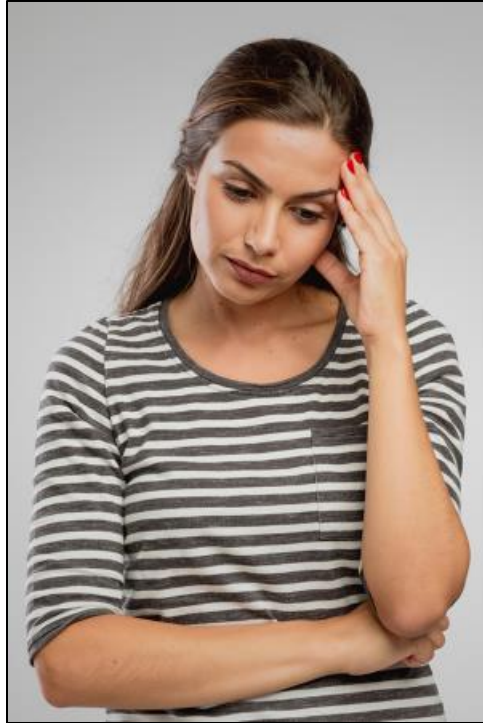
Practice daily

Enjoy the process

The Power of Body Language

- It is honest
- Creates self-awareness
- Understand feelings





More than Words

- Proximity
- Positioning
- Facial expression
- Touching
- Breathing

Actions Speak Louder than Words

Our impressions of each other are based on more than words.

The actions that we take are stronger than our words.



Practical Illustration



- Learning a New Language
- The Power of Body Language
- More Than Words
- Actions Speak Louder Than Words

Module Two: Review Questions

1. Goals should be _____.

A. Concurrent

B. Compatible

C. Revised

D. Realistic

Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Body Language Basics

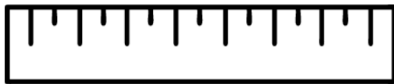
Quick Reference Sheet



Invading Personal Space

Invading personal space is seen as an act of hostility.

1. **12 feet:** This zone is for the public. The purpose is to avoid physical interaction.
2. **4 feet:** This zone is reserved for social interactions such as business settings. Touching requires the individual to move forward.
3. **18 inches:** This is a personal zone. It allows contact, and it is reserved for friends and family.
4. **6 inches:** This zone is reserved for close relationships. This zone can be invaded in crowds or sports.
5. **0 to 6 inches:** This zone is reserved for intimate relationships.



Fidgeting

Most people fidget from time to time. In interviews and social settings, fidgeting can indicate nervousness, boredom, frustration, stress, or self-consciousness. It is an outlet to release feelings or an attempt at self-comfort. Besides emotions, there are a number of other reasons why people may fidget.

Other Reasons for Fidgeting:

- Attention deficit hyperactivity disorder: ADHD is often accompanied by fidgeting.
- Hormone imbalances: These may be accompanied by nervous energy.
- Blood sugar imbalances: Fidgeting accompanies sugar highs.
- Imbalanced brain chemistry: These may increase tension.
- Medications: Steroids and other medications can cause imbalances



The Signals You Send to Others

You are always sending signals to other people. These signals come through body language, voice, appearance, and personal distance.

- **Body language:** Body language includes posture, gestures, and facial expressions.
- **Appearance:** A person's hygiene and attire send signals to others. People make negative assumptions based on a disheveled appearance.
- **Personal distance:** Too great a personal distance makes people appear cold. On the other hand, not respecting the personal distance of others will have negative consequences.
- **Voice:** Tone is important to the way we communicate. Emotions are conveyed through tone.



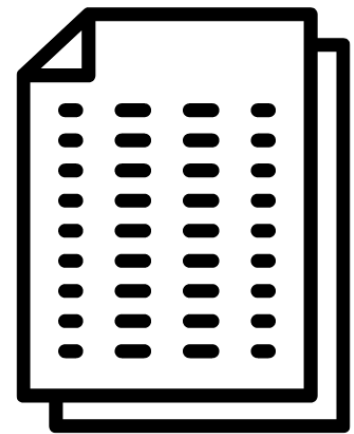
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Sample Worksheet 1

Language Tips

Create your own action plan based on the tips of the section

- Goals:

- Hours committed to learning each week:

- Daily Practice Schedule

Icebreaker: House of Cards

PURPOSE

1. To help participants get to know each other
2. To identify participants' goals for the session

MATERIALS REQUIRED

3. One playing card per participant, with an equal amount of cards from each suit
4. Several sets of markers
5. Flip chart paper

PREPARATION

Pass out one playing card to each participant, face-down.

ACTIVITY

On your cue, ask participants to turn over their playing cards. They are to find others with their suit, but they are not allowed to talk or show their card. For example, if a person had a spade, they may illustrate that by pretending to dig a hole.

Once participants are in their groups, they are to introduce themselves and come up with a list of five things that they would like to learn during the workshop.

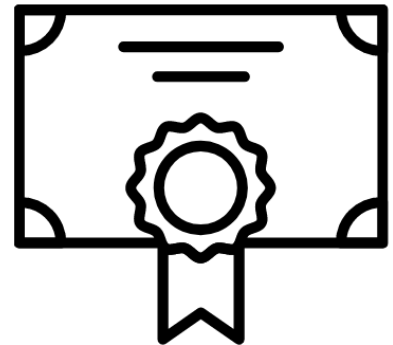
DEBRIEF

Once groups have created their list, bring participants back together. Have each group present their list and combine topics on the flip chart. Use this as a guide during the workshop. If there are any topics that will not be covered, let participants know where they can find more resources (such as follow-up workshops or materials from the Recommended Reading List).

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

*Has mastered the course
Body Language Basics*

Awarded this _____ day of _____, 20____

Presenter Name and Title
