



BODY LANGUAGE and Customer Service

Course Introduction:

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a powerful, subconscious form of communication, and just like any other form of communication, it can be improved with practice. Whether in sales or management, it is essential to understand the body language of others and to know exactly what your own body is communicating.

This intriguing professional development training course will teach you the secrets of how to identify what people are really thinking and feeling as expressed by their body posturing, hand gestures and facial expressions. There are also cultural differences to take into consideration as some cultures have very vivid and wild gesturing while others are very somber and reserve. There are also gender-related body language patterns that require consideration too.

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

Course Objectives:

In this course participants will:

- Learn how to translate gestures into words
- Understand the difference between open & closed body language
- Learn how to avoid common body language mistakes
- Gain insight into the differences in body language between genders
- Understand the signals you're sending to others
- Learn the role facial expressions play in body language
- Learn how to use body language to strengthen your negotiations
- Understand how body language can expose deception
- Learn how to match words with movement to instill trust

Who Should Attend?

- This course is designed for people who want to develop their awareness of body language and learn to use it to their advantage when communicating and negotiating with others.

Course Outline:

Introduction

- The Parking Lot Explained
- Course Objectives
- Taking Action

Personal body language awareness

- Initial diagnostic of personal body language
- Trainer and group feedback
- Understanding the importance of body language

Enhancing your personal body language vocabulary

- Developing a more confident posture
- Making more use of gesture
- Increasing use of facial expression and eye contact

Using body language to increase your personal impact

- How to make an immediate positive impression
- How to communicate a confident and professional style
- How to use body language to help engage with your listeners

Review of personal impact achieved

- Application of techniques developed
- Individual feedback on personal use of body language

Using body language to build rapport

- Understanding the difference between aggressive and assertive body language
- How to develop positive relationships through use of body language
- How to control any negative hidden messages through body language

Reading and reacting positively to signals from other people's body language

- Understanding signal clusters from others and how they can be interpreted
- How to react positively to negative vibes generated through body language
- How to control a situation through use of body language

How to Read Body Language

- Head Movement
- Translate Gestures into Words
- Open vs. Closed Body Language
- Watch Eye Movement

- Head Position
- Translating Gestures Into Words
- Open Vs. Closed Body Language
- The Eyes Have It
- Case Study

Male vs Female Variations

- Facial Expressions by Gender
- Personal Space Differences
- Common Female Body Language
- Common Male Body Language

Facial Expressions

- Emotions Displayed
- Micro-Expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions

Are They Lying?

- Hand Movements
- Forced Smiles
- Eye Movement
- Changes in Posture

Match Your Words with Your Body

- Involuntary Movements
- Say What You Mean
- Staying Consistent
- Actions Will Trump Words

Communicating with Your Body

- Interpret a New Language
- The Power of Paraverbal Communication
- Bodies Speak Louder than Words
- Learning a New Language
- The Power of Body Language
- More Than Words
- Actions Speak Louder Than Words
- Case Study

Body Language Assumptions

- Common Postures
- Personal Space Invasion
- Reactive Movements
- Fidgeting and Boredom

- Case Study

Nonverbal Signals

- Gestures and Hand Signals
- Sending Signals to Others
- It's Not What You Say, It's How You Stand
- What is Your Posture Communicating?

Body Language in the Workplace

- Communicate with Power
- Cultural Differences
- Building Rapport and Trust
- Using Mirroring

Using Body Language

- Becoming Aware of Your Signals
- Communicating with Confidence
- Posturing Explained
- Practicing in the Mirror

Non-Verbal Communication

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- What Your Posture Says
- Case Study
- Module Six: Review Questions

Body Language in Business

- Communicate With Power
- Cultural Differences
- Building Trust
- Mirroring
- Case Study
- Module Eight: Review Questions

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session