Presented By:

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The 3 Voices of Communication:

- Gestures
- Tone
- Words

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PART 1  
Body Language Basics

The Power of Nonverbal Communication and Body Language

Good communication is the foundation of successful relationships, both personally and professionally. But we communicate with much more than words. In fact, research shows that the majority of our communication is nonverbal. Nonverbal communication, or body language, includes our facial expressions, gestures, eye contact, posture, and even the tone of our voice.

**HEAD:**
- Itch/Rub—difficulty “seeing” what you are saying; draw/paint me a picture
- Large itch—too much information
- Rub/stretch—I don’t want to follow or see new idea resolve concerns

**EARS:**
- Itch/tug—I don’t understand; Repeat your comment

**SHOULDERS:**
- Rub/scratch—not taking on responsibility; Repeat/resolve concerns

**LEGS:**
- Represent balance, support, strength

**FEET:**
- Represent direction of intention/thinking
  - Split feet—split thinking
  - Both feet aligned—clear direction

**EYES:**
- Itch/Rub—difficulty “seeing” what you are saying; draw/paint me a picture
- Rub/stretch—I don’t want to follow or see new idea resolve concerns
- Rub/stretch—I don’t want to follow or see new idea resolve concerns

**NECK:**
- Itch—difficulty “seeing” what you are saying; draw/paint me a picture
- Rub/stretch—I don’t want to follow or see new idea resolve concerns

**HANDS:**
- Behind back—hiding, withholding;
- In Pockets—hiding, withholding;
- Crossed in front—comfort; gates
- On hips—challenging, defending;
- Folded arms—thinking, protecting

**Four Foundational Moves:**
1. What you push, goes away.
2. What you pull, comes toward you.
3. What you hold down, stays down.
4. What you lift, grows.

PART 2  
Powerful Communication

Reading body language is a skill to find __________________ and __________________.

To begin reading body language, I must remove __________________ and see movements as _____________________.

When I see ______________, the next step is to _______  ___________  _______________________.

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PART 3 The Brain

The ability to understand and use nonverbal communication is a powerful tool that will help you to connect with others, express what you really mean, navigate challenging situations, and build better relationships.

While you are speaking, the brain prepares and organizes ________ words per minute to say. At the last moment, our consciousness filters this down to ________ words. As a person speaks, there are an average of ________ words that are held back. These hidden words show up in ________ ________.
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