



BODY LANGUAGE

By Kendall Helfenbein

Rapport Building

Eyebrow flash when they enter room (# 1)
Mirror their body language
Real smile and laugh
Face torso and point feet towards them
Direct eye contact, nod often
Open body language
Sit with them at 90 degrees
Keep hands in sight and thumb display
Warm firm handshake
Listen to them and do not interrupt
Turn off and put away cell phone
Slight head tilt at times to show interest
Touch on shoulder during positive note
Show confidence
Be curious, make it about them
Highlight things you have in common
Standing leg cross, off balance shows trust
Lean in at times
Eliminate barriers
Slight visible preening to show respect
Ventral Display to show honesty
Slow deep voice
Say their name often
Appear vulnerable but confident
Show trust and competence
Share personal information or a secret
Big submissive shoulder shrugs at times
Gravity defying up on toes or toe rise
Look for pupil dilation as sign of rapport
Do not:
 Touch head
 Keep hands away from your Head
 Chew gum or bite inside of mouth
 Bite nails
 Seat shift often
 Look down
 Cross arms
 Self touch to pacify, rub neck
 Click pen or any nervous behavior
 Invade their space, Proxemics
 Look distracted
 Cross leg showing bottom of shoe
 Figure four leg cross, it is a barrier
 Point feet or body away from them

Do not do (Signs of Stress and Deception)

Lip compression, pursed lips (# 1)
Turning body away, pointing feet away
Thumbs suddenly hidden
Hands taken away suddenly
Sudden fast blink rate
Fake cough or laugh
Swallowing more often
Suddenly sweating
Blushing, splotchy red neck
Blocking behavior, building wall between
Cold hand during handshake
Pupil constriction, beady eyes
Eye squinting
Slight shaking of head no
Shaking head no while saying "yes"
Looking away or looking down
Arms crossed (if not cold or thinking)
Pacifying behaviors (such as leg cleanse)
Touching neck, head, face, nose, eyes, lips
Signs of sadness, fear, contempt or disgust
Sudden stop in all body movement-freeze
Sudden errors in speech
Sudden high pitched voice
Incongruence in words and body language
Repeating question or asking you to repeat
Absolutes in speech, never, always, all, etc.
Predatory stare
Scratching with or displaying middle finger
Sudden closed body language
Moving back or distancing from statement
Suddenly sitting up or standing erect
Rubbing hands together

Spouse deception:

Stopping foot to foot touching
Shoulder only hugs, not full body
Patting on shoulder at end of hug
Less snuggling and hand holding
Avoiding eye contact, less mirroring
Distracted during normal conversations
Anger or disgust facial expressions
Blink rate increase during questioning



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Suggested Books:

**The Power of Body Language, How to Succeed n in Every
Business and Social Encounter by Tonya Reiman**

**What Every Body is Saying, An Ex-FBI Agent's Guide to
Speed-Reading People by Joe Navarro**

**TED Talk by Amy Cuddy: Your Body Language Shapes
Who You Are (Number 2 TED Talk of all time)**