

BODY LANGUAGE

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 (#1)
 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 (#1)
 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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Bringing people together for winning results.

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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)**