

# citi@work

moving up and going places



## Master body language

**STOP** exactly as you are. Don't move... now become aware of your body.

Become increasingly aware of your posture... Even though you may be sitting, examine your posture.

Are you upright, expansive and confident, or is your body slouched, collapsed and defeated?

Is your general body language open and relaxed or closed off and lifeless?

Is there vitality in your eyes and facial animation, or are you showcasing your worries to the world?

Definite food for thought. The famous communication research study conducted by Professor Mehrabian of UCLA concluded that our non-verbal communication accounts for an amazing 55%

of our final communication message. That means that over 50% of your communication comes across with the way you use your body.

Most people never give any

**Snip** Your body language always creates your first impression wherever you go. People notice and assess your body language before you even begin to speak.

portrays. Top negotiators and communication experts rely more on body language than anything else to establish the truth in what someone is saying.

Here are 10 Corporate Intelligence Training tips to make you aware of the powerful messages you give off with your body language.

■ Your body language always creates your first impression wherever you go. People notice and assess your body language before you even begin to speak.

■ Everybody assesses and

**VITALITY:** Learn to read body language and use it to your advantage



**Snip** Your eyes mirror your soul and are the central point of focus on your body. If you sell, present or negotiate in your job, you will need to master eye contact and usage.

ing signals, people will distrust your message.

■ Skilled communicators therefore learn to control and master their "non-verbal leakage" and send out the appropriate body signals they wish to convey.

■ Your body language is so powerful it literally can create or change the atmosphere in a whole room of people.

■ Your eyes mirror your soul and are the central point of focus on your body. If you sell, present or negotiate in your job, you will need to master eye contact and

feel about yourself, your present level of self-confidence and your social status.

■ If you learn to mirror certain body language behaviours you can illicit synergy, rapport, and support with your clients, colleagues and boss.

■ Your body language and posture has a huge impact on your vocal capacity and ability. Your whole body is your "communication instrument".

■ If you learn to use your body language effectively, it will have an enormous impact on your personal self-confidence and the overall effect you have on others.

"The body says what words cannot."

"The body never lies," Martha Graham, Pioneer of Modern Dance.

Corporate Intelligence Training offers you and your organisation complimentary communication assessments in