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Body Language

- Tone of voice and body language accounts for 65% of what's communicated. Words account for 35 of the message that's communicated.
- Body language can give away a lot of our feelings, such as nervousness, dishonesty, and other negative attributes can also become dead give-aways.
- To begin with, you need to be in a confident and comfortable position to help avoid negative body language habits.

Obvious Body Language

- Fidgeting shows boredom and restlessness and lack of confidence in what you are saying.
- Touching your face or playing with your hair can be a sign that you're hiding something.
- Looking away or hesitating before or while speaking indicates that you're unsure of what you're saying.
- A fixed, unfocused stare shows your attention is elsewhere.

Using your voice

Take some time to practice, and try to be aware of the following:

- Speak clearly in a controlled range of tones, avoid a monotone.
- Sometimes pause before speaking, this avoids instinctively reacting and saying the wrong things.
- Speak slightly slower than normal, don't over do it though.
- Vary your tone and dynamics, but try not to speak too loudly or too softly.
- Don't mumble or gabble on excitedly.
- Keep your hands away from your mouth as you speak.
- Watch your pitch (high-pitched voices are tough in the ears) and avoid a 'sing-song' tone.
- Let your voice show your enthusiasm and keenness.

Finally..

1. A smile is the most positive signal you can give, it re-affirms your enthusiasm and good nature, but be careful of over-grinning stupidly.
2. Relax! Give off calm signals and don't rush.
3. Do not hurry any movement, if you're challenged with a difficult question, remind yourself about negative body language habits before answering the question.
4. Try to maintain an alert position, stand up straight, don't slump, and adjust your position slightly if you get uncomfortable but don't fidget.
5. Maintain good eye contact with the person you are talking to.
6. Always try to adopt an open, honest and confident attitude: this is the starting point of managing subconscious body language.