

ARE YOU A SILENT MOVIE?

Learning How to Read Body Language

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Non-Verbal Communication

Professional Uses

- Are you good at “reading” people?
- When you are in a meeting can you tell who may be bored and wants to leave?
- When you are in a meeting can you tell who may be nervous?
- Can you tell if someone lies or is deceptive?
- Can you tell if someone is genuinely interested in what you have to say?
- Can you read an interview applicant as being really interested in the position?
- Can you tell if a client is displeased when negotiating a contract?
- Your business client runs his hands through his hair during a meeting. What’s on his mind?

Non-Verbal Communication

Personal Uses

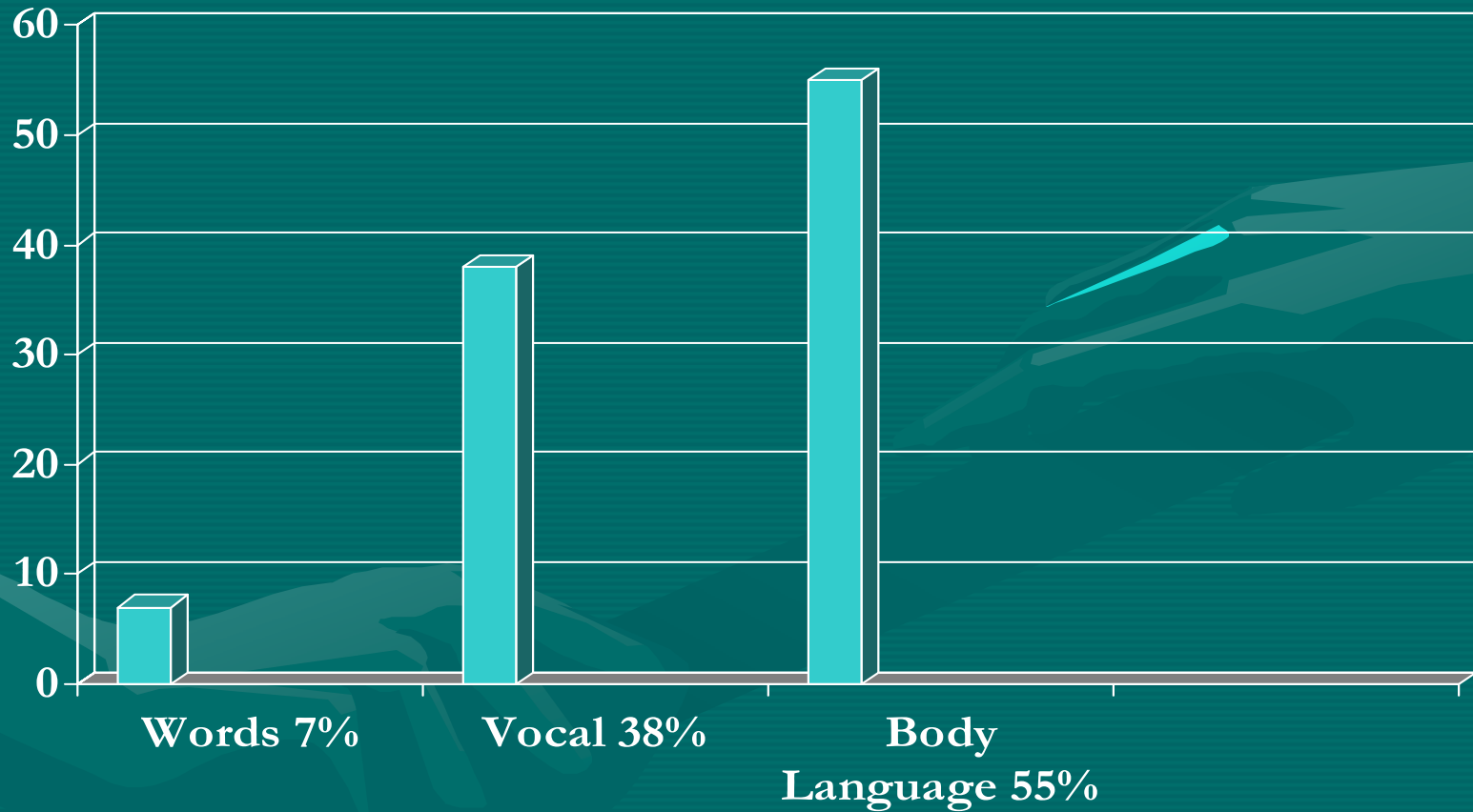
- Do you know what to look for if a date is going well?
- Your friend crosses his arms while you are arguing. What is he thinking?
- Your mother-in-law is telling a boring story, but you don't want to hurt her feelings. How should you display interest?
- Would you like to know if a person you are about to hire to come into your home to clean, care for an elderly parent, or care for your children is deceptive?
- Would you like to know if you are being deceived when the car repair person says they need to replace an expensive part?

Objectives

- Develop skills in reading non-verbal “tells”. (what to look for and what it means)
- Understand the limbic system and its role in non-verbal communication.
- Dispel the myth of “fight or flight”.
- Identifying the most “honest” part of the body.
- Detect deception in any situation.
- Increase positive communication that hits the mark every time.

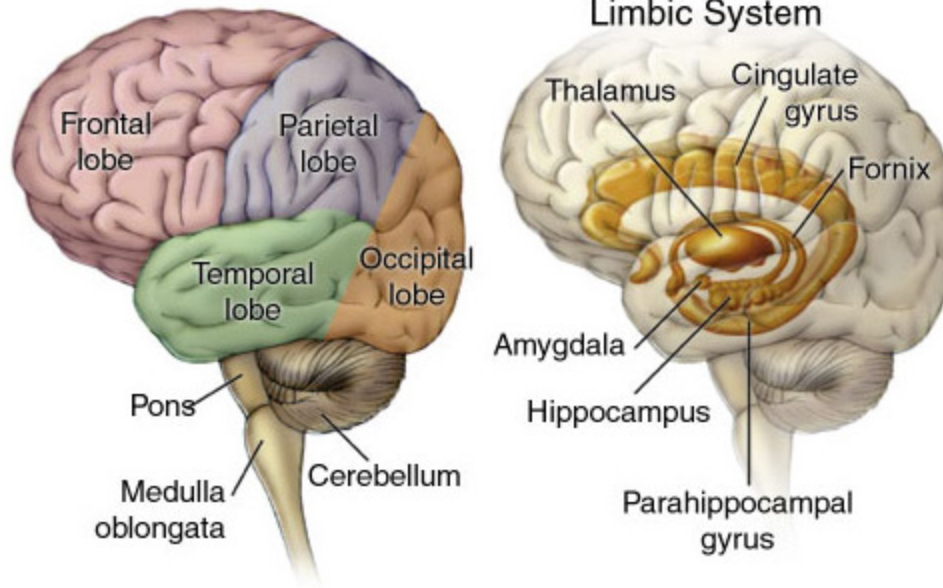
Conversation in Context

Mehrabian, Albert (1971) *Silent Messages*, Wadsworth Publishing Co.



The Limbic System


Anatomy of the Brain



The Limbic System

- It is considered to be the “honest brain” in the non-verbal world (Goleman, 1995, 13-29).
- Consequently it gives off a *true* response to information in the immediate environment.
- Why? It reacts instantaneously, real time, and without thought.
- In the non-verbal world, the limbic brain is where the “action” is. Many, but not all, non-verbal responses come from here.
- The remaining parts of the brain are the thinking and creative parts. These are the non-honest parts of the brain. The brain that can deceive and deceives often (Vrij, 2003, 1-17).

Areas To Look for “Tells”

- Face
 - Hands and fingers
 - Arms
 - Upper body (chest, shoulders, trunk)
 - Lower body (legs, feet)
- 
- A faint, semi-transparent image of two hands shaking is visible in the background, centered behind the text. The hands are rendered in a light teal color, matching the overall theme of the slide.

Feet & Legs

- Identifying the most “honest” part of the body
- Top down versus bottom up (scanning)
- The feet! (Morris, 1985, 244)
- Why?
- When it comes to honesty, it decreases as we move up the body from the feet to the head.
- Why?





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Leg & Feet Non-Verbals

- Bouncing feet – high confidence, happy, elated
- Pointing feet – direction of intention
- Toe point – happy, elated (gravity defying)
- Starter position – ready to leave, disengaged
- Leg/foot splay – control, intimidation, threaten, territorial
- Leg crossing (standing) – high comfort
- Leg crossing (seated) – leg direction dictates emotions
- Shoe dangle – comfort, courtship
- Foot lock w chair – freeze behavior, nervous

Upper Body Non-Verbals

(chest, shoulders, hips, trunk)

- Torso lean (away) – avoidance, dislike, disagreement
- Torso lean (in) – interest, comfort, agreement
- Sudden arm cross w grip – disapproving, protecting, defensive
- Torso bare parts – notice me, make statement, affiliation (tattoos, muscles, etc.)
- Torso embellishments – affiliations, denotes purpose, attitude (clothing, badges, emblems, gang dress, etc.)
- Chest puff – dominance, about to lash out
- Shoulder rise – weakness, insecurity
- Mirroring – comfort



Non-Verbals of the Arm

- Arms up – happiness, positive, joy, excitement, praise (gravity defying)
- Withdrawn arms – worried, stressed, injured, abused
- Open arms from shoulder – welcome, comfort kindness, affection
- Open arms from elbow – warm but no strong emotion
- Arms behind back – higher status, not approachable, superiority
- Hooding – territorial, in charge
- Arm/finger splay on table – territorial, confidence, authority
- Arm over chair – confidence, comfortable
- Arm around partner – territorial, protective
- Folded arms – disapproving, anger, defensive, protecting







Hand & Finger Non-Verbals

- Steepling – high confidence, superiority
- Covering mouth – disbelief, extreme excitement, nervousness
- Resting face in hands – genuine interest or extreme boredom
- Wringing hands – nervous, anxious, stressed
- Finger point/snapping fingers – negative, rude, offensive
- Touching – sign of trust
- Preening – nervousness, dismissiveness
- Tapping fingers – nervousness, tension, boredom
- Hidden hands – suspicious, dishonest
- Hand shake – strength of character
- Clenched fist – determination, hostility, anger
- Open hand – honesty, acceptance, sincerity
- Thumbs in/out of pocket – low confidence, weakness vs. high confidence, high status
- Stroking and rubbing hands – concern, anxiety, nervousness
- Neck/collar/face touching – low confidence, stress reliever, nervousness









Non-Verbals of the Face

- Jaw tightening – tension
- Furrowed forehead (frown) – disagreement, resentful, angry
- Lips tight together – hesitancy, secrecy
- Smile – content, understanding, acceptance, encouraging (fake vs real)
- Direct eye contact – positive messages
- Avoiding direct eye contact – you and your message are no longer important
- Nail biting – distress, discomfort, nervousness, insecurity
- Head nod – positive messages (not always agreement)
- Eye blocking – low confidence, discomfort
- Eye squinting – dislike, object to loud noise, sounds, anger
- Raised eyebrows – surprise, disbelief
- Biting the lip – nervous, fearful, anxious
- Eye blink increase – troubled, nervousness, suspicious
- Face blush – stress, got caught
- Face turns white – shock
- Lip licking – nervous, stressed, anxious, looking to pacify







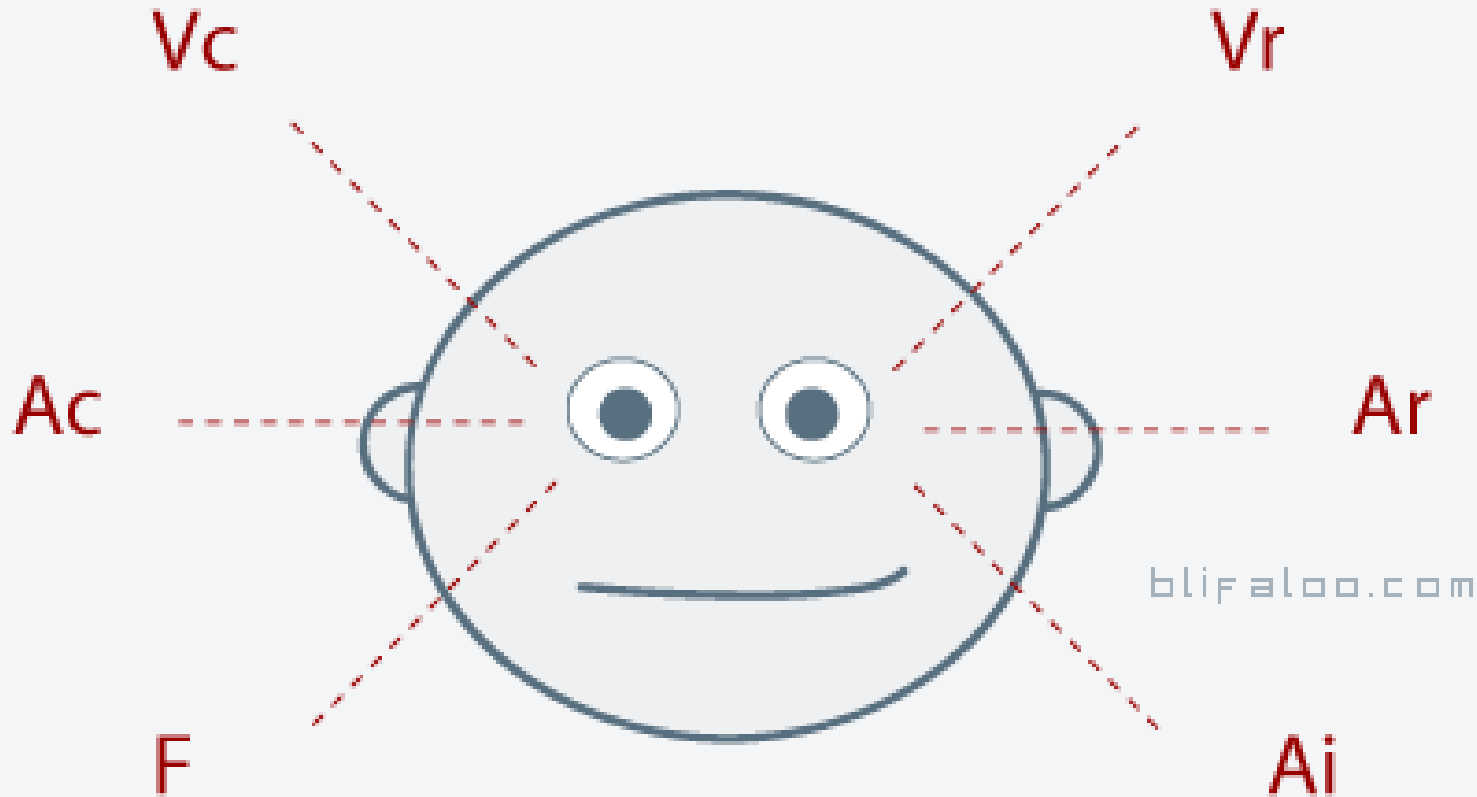




Detecting Deception

- Deception and/or lying initiates a stress reaction in most people. The stress is fear of being detected or caught. Stress can be further induced via guilt.
- Nervous fingers
- Eye contact shifting
- Rigid and/or defensive posture
- Sweaty palms and/or face
- Variations in pitch, amplitude, and rate of speech
- Abnormal speech hesitation and speech errors (thinking)
- Increased embellishments of story or parts of the story
- Micro-expressions micro-bursts
- Inconsistency in story

Deception and Eye Direction







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