

## FACEWORK SKILLS CHALLENGE

# USING BODY LANGUAGE



Your body communicates as well as your mouth. Don't contradict yourself

Allen Ruddock

### WHAT IS THIS SKILL?

When we think of communication, most of us think of speech; word choice; subjects of conversation; that which is said *deliberately*.

These are all important, but they only comprise 20% of human interaction. The other 80% is



Essentially, Body Language is the vibe we give off from our non-verbal actions while communicating with others. From tone and rate of speech to facial and postural expressions, our body language is incredibly complex, yet intuitive to understand. It tells people about whether we're being honest, our intentions, our relationship with them as well as our attitude towards them.

You can effortlessly pick up on someone's vibe based on these signals alone without even knowing what they have to say.

Anyone who has ever listened in on an impassioned conversation in a foreign language and felt the mood from these signs alone knows exactly what we're talking about! Though words convey, body language truly expresses more than meets the eye – or mouth, in this case.

Before you start this Challenge, how would you rate yourself on Using Body Language?

S SPEAKING & LISTENING Rate yourself					
	1	2	3	4	5
Using Body Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A man in a white shirt with 'FACEWORK' on the sleeve is pointing towards the form.

ARE YOU UP FOR THE CHALLENGE TO IMPROVE ?



# USING BODY LANGUAGE



What does this picture say to you?  
Why do we get such a strong message from the way these people are interacting?  
If you took away the hands, would it be easy to understand what was going on?



**At work, you are on show all the time** – especially if you are in a job which is customer-facing.  
So, what your body says about you is important. There are some simple but important things we can do to get our bodies as well as our minds ready for work.

**•We listen with our eyes!**

Experts estimate that 55% of communication is body language, 38% is the tone of voice which leaves only \_\_\_ % actual words spoken.



What about this picture?  
What does this picture say to you?

**② At work we have to learn to manage our body language, why?**

.....  
.....  
.....

Even when we're not consciously controlling our expressions and mannerisms, they still give off a **very** strong impression on those around us. Look over the pictures below and write down your opinions on the vibes they give off.

## Understanding body language

	Get into pairs and write down what each of these expressions says to you	How do you feel when you see this expression?
		
		
		
		
		

Compare your results with others

#### 4 What helps you control your body language at work?

*"I have managed to find a way of showing that I'm not bored at work (even when I am) by trying to guess what a particular outcome will be and having a bet with myself!"*

*"I find the trick about not showing that I am angry at a customer is to listen quietly before saying anything. It helps you remain calm and looks like you are taking their concerns seriously."*

*"I always try to keep my hands on my lap when I am nervous as otherwise I start flapping and looking like I am losing it!"*

*"When I am on the phone I consciously try to smile as I was told it can really make your voice sound sweeter even if you don't feel particularly happy!"*

#### 5 Do you agree with this statement?

You can't take a GCSE in body language skills, but get it right and you'll make the grade at work!



If there was a GCSE in body language skills what questions would be on the exam?

1

2

3

## 6 Here is your Challenge

Ask 10 people to look at these photos and get them to choose the one which they think would be the best face for an interview.



**Which one came out top? .....**

Does it depend on the type of job the person was going for?

What would face would be the best one for:

•A children's TV presenter?

•A lion tamer?

•A clown?

•A model?

•A sales assistant?

## 7 So what you going to do now?

If body language is important, how can you re-boot your drive?



What 3 areas can you begin to improve so that your body language reinforces what you say with your words?

1

.....








2

.....

3

.....

How would you now rate your skills in using body language?

 <b>SPEAKING &amp; LISTENING</b> Rate yourself						
	1	2	3	4	5	
	Not great	Need help	OK	Improving	Mastering	
	Using Body Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						

# LEARNING BY DOING



"KNOWLEDGE IS OF NO VALUE UNLESS YOU PUT INTO PRACTICE."  
- Anton Chekhov

1. To continue Using body language what am I going to



stop doing? .....

continue doing? .....

start doing? .....

2. Who is going to help me keep on track?

.....

3. How will I see the difference?

one week .....

one month .....

one year.....



4. Who will I share my knowledge of this skill with?



.....



5. Which Character Strengths will I need? Highlight them below!

Appreciating Others	Bravery	Creativity	Curiosity	Fairness	Forgiveness	Gratitude	Honesty
Hope	Humility	Humour	Judgement	Kindness	Leadership	Love	Love of Learning
Perseverance	Perspective	Prudence	Self Regulation	Social Intelligence	Spirituality	Teamwork	Zest

Learn more about Character Strengths at [www.facework.online](http://www.facework.online)

6. What would you change, add or remove to improve this worksheet ?

send suggestions to [info@facework.online](mailto:info@facework.online)