

Reading Body Language and Verbal Cues Worksheet – Client XYZ Corp

<p>Body Language Awareness</p> <ul style="list-style-type: none"> • Eyes – Looking @ you and comfortable. • Shoulders – Relaxed and square to the screen. • Facial movements – Comfortable or Concerning? • Fidgeting or impatient? • Lips – Relaxed or cringed? • Body turned away vs facing? • Distracted behaviors? • Changes of body language from relaxed convo to intense discussions? • Upright posture • Head in relaxed tilted position • Others in room 	<p>Body Language Actual:</p> <ul style="list-style-type: none"> • Wouldn't look at the screen/camera • Body turned away. Elbows on table. • Eyebrows raised frequently and cringed brow • His words and others body language was uncomfortable • Beginning body language was positive and went negative when discussing tough subjects.
<p>Verbal Cues Awareness</p> <ul style="list-style-type: none"> • Soft words and statements (almost, kind of, sort of, started to, I "think" so, like to, want to...). • Pitch, pace, volume changes. • Push off statements (looks great! I like it! Nice job!) • Short quick answers vs description. • Answers to accusation audits and labelling: • Answers to challenging open ended questions. 	<p>Verbal Cues Actual Worth Noting:</p> <ul style="list-style-type: none"> • Voice went high pitch every time conversation was difficult. • Very soft words and statements. "I think, I can't be certain, I am thinking we may want...," • "I like what you are saying." • "You have represented yourself well." • Danced when I made accusation audit statements • Couldn't answer labelling questions.

1. Accusation Audit and Labelling: "It seems like..." "It sounds like...". "I believe what you said but your tone gives me concern that you may still have hesitation. Am I misreading it?". "It seems like you are in disagreement."
2. Extraneous information prior to saying something can be red flag.
3. Challenging Open Ended Questions to get them talking and YOU in control. I appreciate your comments. Can you help me understand what it is you like about this presentation?"