

## Reading Body Language and Verbal Cues Worksheet – Client ABC Co

<p><b>Body Language Awareness</b></p> <ul style="list-style-type: none"> <li>• Eyes – Looking @ you and comfortable.</li> <li>• Shoulders – Relaxed and square to the screen.</li> <li>• Facial movements – Comfortable or Concerning?</li> <li>• Fidgeting or impatient?</li> <li>• Lips – Relaxed or cringed?</li> <li>• Body turned away vs facing?</li> <li>• Distracted behaviors?</li> <li>• Changes of body language from relaxed convo to intense discussions?</li> <li>• Upright posture</li> <li>• Head in relaxed tilted position</li> </ul>	<p><b>Body Language Actual:</b></p> <ul style="list-style-type: none"> <li>• Intensely looking at screen. Good eye contact.</li> <li>• Nodded frequently.</li> <li>• Smiled frequently.</li> <li>• Shook head side to side when I gave accusation audits about his firm.</li> <li>• Others in room looked at him and shook head yes frequently.</li> <li>• Same body language in tough conversation portion as when we were enjoying fun talk about life experiences.</li> <li>• Sat back and relaxed in chair. Open body language.</li> <li>• Head tilted frequently showing relaxed.</li> </ul>
<p><b>Verbal Cues Awareness</b></p> <ul style="list-style-type: none"> <li>• Soft words and statements (almost, kind of, sort of, started to, I “think” so, like to, want to...).</li> <li>• Pitch, pace, volume changes.</li> <li>• Push off statements (looks great! I like it! Nice job! )</li> <li>• Short quick answers vs description.</li> <li>• Answers to accusation audits and labelling:</li> <li>• Answers to challenging open ended questions.</li> </ul>	<p><b>Verbal Cues Actual Worth Noting:</b></p> <ul style="list-style-type: none"> <li>• “I think we... no wait... when we do this, ...”</li> <li>• Voice was calm and stayed the same throughout.</li> <li>• Spoke of facts of how things would apply vs complimenting</li> <li>• Was able to describe elements of our relationship in the future when I asked about how he saw this working.</li> <li>• Spoke freely when I asked him questions and engaged his environment. Very honest and humble.</li> </ul>

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?”