

UNDERSTANDING AND USING BODY LANGUAGE AT WORK

Aim: to improve participants' ability to read and use body language at work, to create more successful interactions.

Objectives:

By the end of the course participants will have:

- Understood the potential impact of body language at work
- Identified key body language signals, positive and negative
- Analysed body language signals – outgoing and incoming – in a series of common workplace situations
- Improved their ability to interpret the body language signals of others: and tailor their own

Programme: 9.30-1pm or 1.00-4.30pm

- Body language – how important is it? Using Congruent Behaviour
- First impressions: introducing ourselves, - Visual, Verbal and Vocal – Think, Feel, Behave
- Body language basics; Positive and Negative signals
- Coffee/tea either 11am or 2.30pm
- Getting your Message Across: DVD & Exercise.
 - The Manager
 - Dealing with Conflict
 - Presentations
- Reading Body Language: DVD & Exercise.
 - Appraisal
 - Discipline
 - Departmental meetings
- Evaluation & Personal Action Plans
- Close

Numbers: 12 maximum

Duration: ½ day

Suitable for: Anyone who wants to improve their knowledge, understanding and use of body language at work.

UNDERSTANDING AND USING BODY LANGUAGE AT WORK – COURSE DESCRIPTOR

Actions speak louder than words! This focused, practical half day lets participants understand the basics of body language in the workplace, both their own and others; with a view to increasing understanding of others' actions; and the impact of their own.