



“It is critical to understand how people interpret messages through non verbal cues.”

It is critical to understand how people interpret messages through non verbal cues. Verbal communication (talking) is only responsible for as much as 15% of a communication. The majority of the message is communicated and transmitted through body language (also known as non verbal communication).



Consider your reaction about how you might interpret a message from a manager whom you met in the corridor and they asked your opinion on what colour the office should be if they were:

- Constantly rubbing their chin
- Had their head tilted at a slight angle
- Constantly interrupting you and finishing your sentences
- Nodding occasionally
- Flailing their hands
- Looking away from you and not making eye contact
- Pointing at you
- Looking flushed and bothered
- Checking their messages on their mobile phone



Key Learning Outcomes

At the conclusion of this program, participants will be able to:

- Evaluate body language
- Identify micro expressions and signs of distress
- Evaluate gestures and context
- Be alert for signs of contradiction
- Recognise how the brain uses heuristics to form judgements quickly
- Have an understanding of eye movement
- Contrast different communication styles
- Critique Malcolm Gladwell's findings in "Blink"
- Practise mirroring techniques
- Analyse the cues that professionals use to uncover deceit and untruths
- Demonstrate congruency in your communication style
- Analysing real life body language tapes
- Pinpoint behaviours that distort the intended message
- Portray a positive message



PREFERRED TRAINING NETWORKS

Would you like to attend this program?

For maximum effectiveness, this program is best conducted as an in-house program.

Ideal group size: 4-12 participants

Venue: For your convenience, you can choose to conduct this program at your workplace. Alternatively, we can provide a training venue at a small additional cost.

Duration: This program can be conducted as a one day or half day program

Target Audience: Supervisors, Team Leaders and Management

Cost: Price on request.

If you would like more information on this training program, please contact:

Preferred Training Networks on 1300 323 752

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or visit our website today: www.preftrain.com