

# Non-verbal Communication



**Lesley Morrissey**

**Book Six**

HANDS ON MANAGEMENT  
Managing Yourself Series

# **Non-verbal Communication**

**Book Six  
Managing Yourself Series**

**Written by  
Lesley Morrissey**

**Published by and available from  
[theendlessbookcase.com](http://theendlessbookcase.com)**

**e-Edition  
Available in multiple e-book formats**

**The Endless Bookcase Ltd  
71 Castle Road, St Albans, Hertfordshire  
England, UK,AL1 5DQ**

**Copyright © 2016 Lesley Morrissey  
All rights reserved**

**ISBN: 978-1-908941-80-0**

## **About the Author**



Lesley Morrissey is CIPD qualified and has worked as a training manager, human resources manager and management training consultant.

She has worked in the UK and overseas with a diverse range of nationalities and with managers of many levels of expertise. Without exception, her practical approach to solutions has been received with enthusiasm by trainees and companies with who she consults.

A great believer in 'getting what you expect', Lesley helps people to focus on what they want and then create a path to success.

Practical and pragmatic approaches to real world results are a particular focus for Lesley's development

strategies. “Does it really work?” is the benchmark all these techniques focus on. In the end the success of anything is in the results achieved.

Lesley now runs Inside News Limited specialising in Reputation Marketing.

# **Contents**

About the Author .....	i
How to use this book.....	1
What's it all about?.....	3
What's in it for me? .....	5
Why is non-verbal information so important? .....	7
Visual clues .....	10
Body language techniques .....	19
Reading Your 'Subject' .....	21
Body positioning.....	31
Personal Space.....	33
Summary.....	36

# How to use this book

This book aims to be a practical guide for you. There are many exercises that you will want to do – and should do to get the most out of what you will learn. You remember much more about something when you've actually done it for yourself, rather than when someone has told you how to do it!

There are places in the book where you can write notes and carry out the exercises. You'll recognise them when you see this sign:



By all means use these spaces to make this book truly your own.

If you have purchased an electronic copy you will need to print some, or all, of this out – or have paper handy. I find that it is a wonderful way to recycle the backs of old letters, printouts and photocopies that would otherwise have been thrown out!

If, like me, you have been indoctrinated at birth that defacing books is sacrilegious, then have a pad of paper at the ready!

If you simply read and don't take action you'll find the useful lessons will quickly fade and this will

become another of those books that gather dust (or fill up your computer hard disk).

**If you've bought this book because you want to improve your skills and your life - make this one count and take action!**

## **What's it all about?**

Most of us have heard of 'body-language' – we can even claim to know a little about it. The majority of us respond to other people's body language instinctively – we get 'gut feelings' about other people but rarely know why.

This book will outline the main body language areas that are useful on a day to day basis – and also some other, less universally known things that are not WHAT we say, but sometimes HOW we say things and the little signs that add or detract from our message.

Everyone sends and receives visual and sensory messages unconsciously. We give off 'vibes' and other people pick them up.

The problem is that we don't control our visual messages in the same way we control what comes out of our mouths. This means that we are sometimes giving conflicting messages as what we say and what our visual message 'says' are not in harmony.

This is especially true when we are saying what we think people want to hear, rather than what we truly believe. The visual hints give us away!



This book aims to help you to understand your own and other people's visual messages to improve your communication and your understanding.

# **What's in it for me?**

Being able to detect confirmation of what is said by others and to ensure your own messages are congruent will present you with many benefits:

## **Personal benefits**

- Other people will understand you quicker if your body language reflects what you are actually saying.
- You will be able to detect when there is more to the message than you are being told.
- You will be perceived as a strong and clear communicator.
- People will not only understand you better, but there will be a much higher chance of the action you need taking place.
- You will be able to decide when to ask more questions to discover specific information.
- You will be able to build rapport much more quickly and get 'on the same wavelength' with the people with whom you interact.
- People will be more at ease with you and feel able to talk to you easier.

What other benefits can you think of?



# **Why is non-verbal information so important?**

As a matter of convenience, behaviour is usually split into:

- **Verbal Behaviour** - everything that people say and
- **Non-verbal Behaviour** - everything that people do

Non-verbal behaviour is often referred to as 'Body Language' and it covers a wide range of different aspects including:

- Facial expressions
- Eyes
- Hand movements
- Gestures with hands and arms
- Leg movements
- Body posture
- Spatial distance and orientation
- Muscle tension

In addition there are some fringe areas such as clothes, physique and general appearance.