

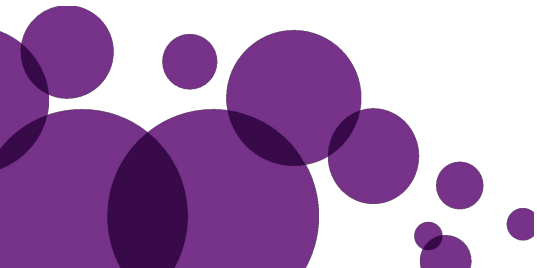
How to Read the Body Language of  
Others in the Workplace

**ENABLE**



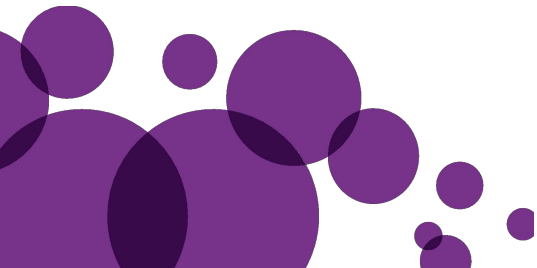
# Welcome!

## Your facilitator for today is



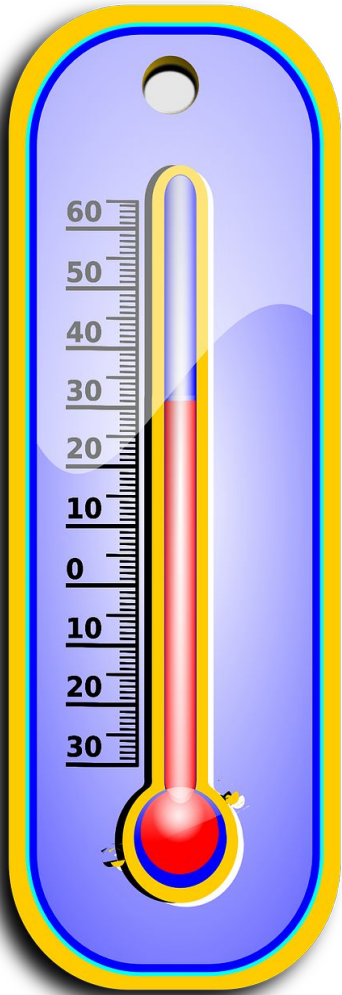
# Pair Activity

- Find a partner and label yourselves A and B
- Read your card (don't show your partner)
- You have 3-4 minutes to follow the instructions on your card



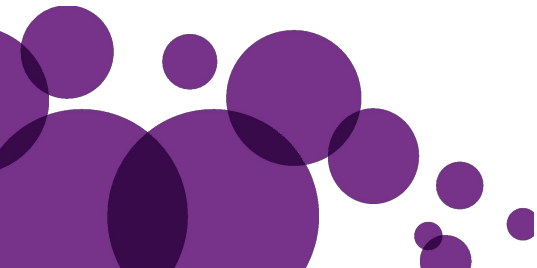
# Aims of the Session

1. Discuss the importance of mirroring
2. Identify the basic elements of building rapport with body language
3. Connect body language with emotion
4. Practise mirroring skills



Have you heard  
the expression  
“I really  
warmed to  
them.”?

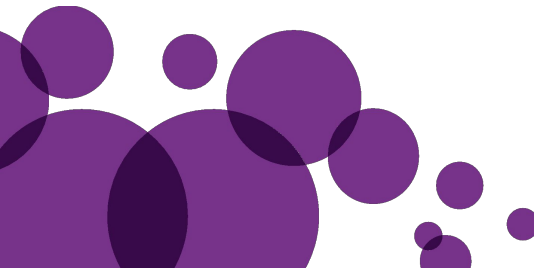
When we feel that we relate to someone well, our bodies react by increasing our body temperature – so we literally do warm to a person!



# Matching & Mirroring

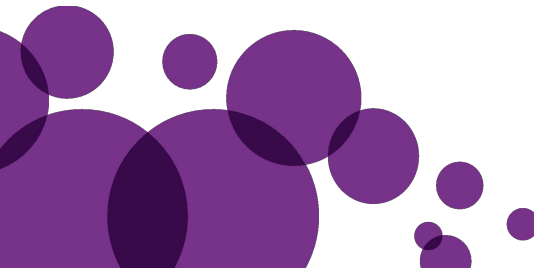
As humans, we are drawn to people who we feel are like us.

If you want to build a connection with someone, then being like them is one way to build rapport quickly.



# Matching & Mirroring

By matching and mirroring aspects of another person, we can start to build rapport.





# What can you mirror?

Facial expressions

Gestures

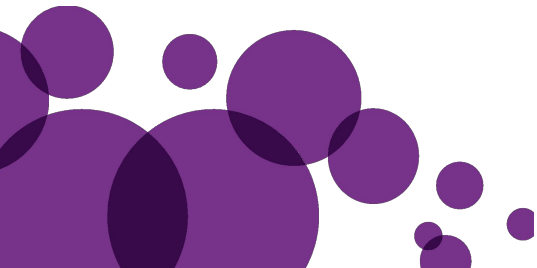
Posture

Breathing rate

Speaking rate

Tone

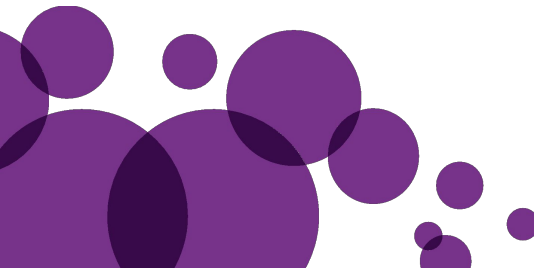
Volume



Be careful not to go over the top.

Mirroring should be subtle and done gradually.

The other person should not consciously notice you doing it.



- **Watch the Video**
- [Matching and Mirroring Video](#)
- How effective do you feel mirroring is?
- Did you notice people using the technique?
- Did it seem natural?

# Mirroring Practise

- Stand up , find a partner and label yourselves A and B
- A must talk about a film they love
- B should mirror their body language while listening
- When the facilitator tells you, move clockwise to a new partner and repeat
- At the halfway point, A's and B's will swap roles

# Activity Feedback

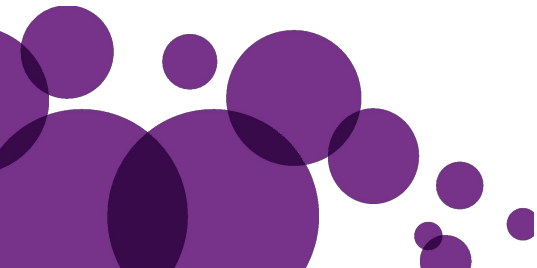
How did the activity make you feel?

Were you aware of the person mirroring you?

Did you feel over the top or uncomfortable?

# Observation Skills

You can also observe general body language to look for clues about how someone is feeling



# You Can Observe

Stance

Distance/proximity

Eyes

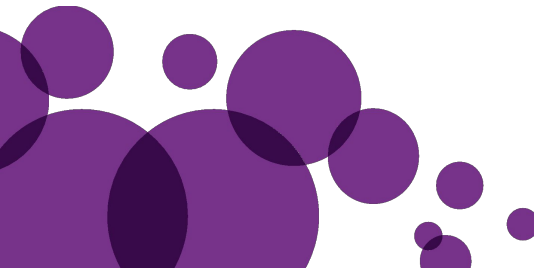
Facial expression

Hand gestures

Head movements

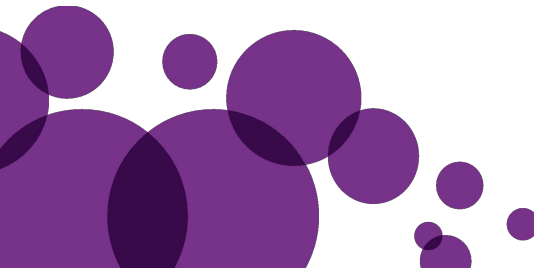
Arm positioning

Are they mirroring you?



# Activity

- Stand in a circle and take it in turns to read out your positive body language traits
- Repeat with the negative traits
- Consider what each trait could indicate






# Scenario

- Work in small groups
- You will be given a workplace scenario
- In your group, make notes on the body language you might expect to see or exhibit in that scenario
- Share some of your ideas with the whole group

# Did We Achieve Our Aims?

1. Discuss the importance of mirroring
2. Identify the basic elements of building rapport with body language
3. Connect body language with emotion
4. Practise mirroring skills



What's one thing  
you will take away  
from this session?

Thank you!

