

MODULE #3

More Than Words: Facial Expressions, Vocal Inflection & Body Language

LESSON: Non-Verbals. Does it even Matter?

Intention Matters. Always first.

"Most people trust non-verbal communication MORE than verbal communication because the truth is told FIRST with the body and THEN with words."

Different people experience non-verbal cues at drastically different intensities.

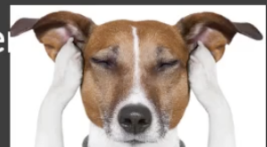
Meet people where they are and still be YOU.

Awkward ≠ Wrong

Change and growth = good

Non-Verbals: Does it Matter?

- The Body usually tells the truth before words
- Most people do not say what they mean
- Social cues are heard at shockingly different volumes
- A Caution: lean into self-awareness; beware of hyper-consciousness



NOTES:

Practice some non-judgmental noticing of your non-verbal cues. Best feedback is to ask someone that knows you. Explain you're trying to become more self aware and taking a course on communicating. Ask & Write below:

What's my face typically doing?

What's my body typically doing?

What's my voice typically doing?

LESSON: Tell Your Face! Facial Expressions in Conversation

Reminder:

"Most people trust non-verbal communication MORE than verbal communication because the truth is told FIRST with the body and THEN with words."

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Friend and Foe Signals



1. Furrowed Brow
2. Tight Lips
3. Tucked Chin



FOE (exaggerated)

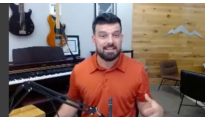


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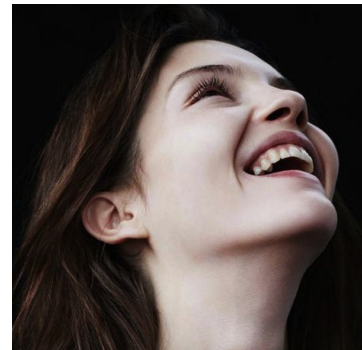
Friend and Foe Signals



1. Lifted Eyebrows
2. Less Tight Lips
3. Lifted Chin



FRIEND (exaggerated)



50/70 Rule:

Make eye contact 50% of the time when talking and 70% when listening.

Nodding conveys agreement

Head side to side conveys disagreement

Head Tilt + eyes away = Considering the statement

NOTES:

Try foe signals out in public. What happened?

Try friend signals out in public. What happened?

Pay attention to your facial expression in conversations this week. Ask friends or family if you have a certain face you usually make when listening and if you come across as approachable in conversation.

LESSON: Don't Be Siri! Vocal Inflection and the playful approach to using your voice well.



- Tone goes up = question
- Tone goes down = statement
- Avoid mono-tone; variety engages
- Approach vocal tone with playfulness, not judgment.
- Match the text with tone. Make it sound the way the words mean.
- Noises without words help give intervals of connection without talking

Self awareness is at least half the battle!

- Pacing:
 - Breath before responding
 - Fast talkers:
 - Stop listening to things at 2x
 - Practice 1/2 speed talking
- Inflection:
 - Homework will help us understand why inflection makes a difference and matters.
 - Mimic radio
 - Names should always be said in a kind way- caring for the person.

A lot of things to try on this one. So go to next page and have fun.

NOTES:

PRE-HOMEWORK:

- Record conversation with a friend or family member (ask)
- Playfully review it and listen for Pacing & Inflection.
- You aren't trying to get it right yet... you're just trying to understand how your voice sounds compared to how you *think* it sounds. So do this without judgment.
 - Pacing
 - How much are you trying to fit into the conversation?
 - How fast were you talking... did it actually come across as interrupting and rude? What needs work?
 - Inflection
 - What prosody did you default to?
 - Did the text match the tone? (Did what you felt inside match how you sounded or is your tone not translating how you feel?)
 - What prosody tools were you missing?

NOTES:

Any other observations?

Things to practice this week based on your findings:

1. Practice taking a deep breath before answering someone's question or before sharing.
2. Use some sounds, facial expressions and nodding to show someone you're with them in conversation.
3. Listen to audiobooks at half speed.
4. Practice talking half as fast as you'd like and see what happens.

Record yourself saying the same sentence with different facial expressions.

Then listen back and see how it sounds.

- Mimic radio or someone you like how their voice sounds and just listen back to the various ways. What do you notice?

LESSON: Body Language- The signs you're giving off and what to watch for.

**What does my body posture say about my intent in this conversation?
And does this ALIGN with my actual intent for that conversation?**

You can control your body more than your intent or emotions

Tactical Guide for Body Language:

- USE and WATCH for body language
- Open vs Close
- There are no "good" or "bad" posture
- Groups:
 - Watch the feet and shoulders
 - Are they "leaned in"?
- Turtle shell - are you hiding?
- Touch: Powerful but.....a little "touchy".
 - Corporate setting = no touchy
 - Huge form of communication that is non verbal and helpful in relationships. Put arm around kid, touch spouse on small of her back when I need to get attention.



[Link to body language quiz](#)

NOTES:

Set a posture alarm to go off every 3 hours (or more if you so choose).

What is my body posture and what does it communicate to how I'm showing up?

Set a 2 min timer and sit in a power pose position. What do you notice?

Watch a group of people and see if you can observe if it's closed or open.

Practice showing with your body when it's time to end a conversation or looking for others trying to show you. How'd it go? Easy or hard to tell?