

MODULE 3A

LIFESKILLS SUPPORT GROUP

HOW TO PUT YOUR BEST FOOT FOWARD

COMMUNICATION NON-VERBAL

GOAL: This module teaches how to make good impressions; a valuable skill in the workplace. Participants will discover the impact of first impressions and how not to stumble into giving false impressions.

OBJECTIVES: Participants will be able to:

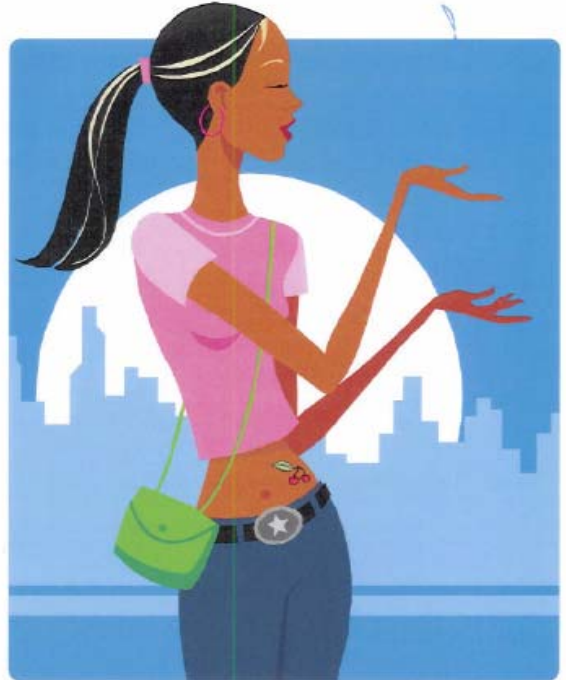
- understand the power of image
- learn to read body language
- identify the impression they would like to make

MATERIALS: Handouts: Non-verbal's: You Are Seen Before Heard, A Non-Verbal Sizing Up! Role Play Exercises with Body Language Speaks

Interview Room



Yes



No

NON-VERBALS YOU ARE SEEN BEFORE HEARD

Some people do not stop to think how they appear to others. They sort of go along their merry way and handle different social situations the same, without much thought. However, there are times when we need to be more thoughtful in how we are projecting ourselves. Often people make snap judgments about others and their first impressions are not easily changed. There are circumstances when it is to our advantage to make the best impression that we possibly can. In instances where we are competing for a special outcome, like employment; we need to be cognizant of how we want others to view us. Your success may make the difference between obtaining housing or paying some important debt. In such instances, it is important for you to put your best foot forward.

First of all, you want to project a good overall appearance, which includes your dress, your walk, your manner of greeting, your make-up, your accessories and your hair. Remember, before you are heard you are seen. Impressions are quickly formed. If you need to work on any of these visuals, try them out with a trusted friend who will give you honest feedback. Your mirror can also help here if you have an objective eye.

Secondly, become aware of your “typical” facial expression. This is the expression you carry when you are not thinking about it. Does it convey boredom? Do you look distracted? Is your expression angry, sullen or confused? See yourself as others see you. Once you know your typical style, you decide if you need to change. It may determine whether you are successful or not. Remember, during an interview you don’t want to overdo facial expressions by smiling too much, or looking too stern.

Thirdly, look at any mannerisms that you may have. Many are bad habits and are practiced without your awareness. Distracting mannerisms may be things like too many hand gestures, licking your lips, sucking your teeth, or gum chewing, head scratching, toe tapping, and leg shaking.

Establishing eye contact is also important and you may want to practice making good eye contact. It is usually a good idea to maintain eye contact without staring at the person you are talking to. A lack of eye contact may convey timidity or lack of interest.

Lastly, check out the personal space that is usually put between you and the person you are talking to. Different cultures may have different spatial distances where they are comfortable communicating. Most typical Americans stand between 30 and 36 inches apart. Remember not to invade someone's personal space. If you do, they will tend to step back. If they step back, don't close in further, or you may find yourselves waltzing around the room! In summary, keep your eyes open for the non-verbals!

A NON-VERBAL SIZING UP!

(1): Think of times when you correctly sized someone up without them talking to you directly.

SITUATION

PERSON OBSERVED

(2): Think of times when you incorrectly sized someone up, and had to change your mind.

SITUATION

PERSON OBSERVED

CHANGED

BODY LANGUAGE SPEAKS

Have participants role play pre-selected scenarios (such as role playing a bored person, an angry person, a lazy person etc.), without informing the group, and the group will guess what the non-verbal message conveyed.

Suggestions:

Role-plays a scared communicator

Role-play a bored communicator

Role-plays an angry communicator

Role-plays a naïve communicator

Role-plays a suspicious communicator

Role-plays a nervous communicator