



PART-IV-SKILL BASED ELECTIVE-I



ENGLISH FOR EVERYDAY COMMUNICATION



SUBJECT CODE: 18BEN35S

Dr.P.Malathy

Assistant Professor

PG & Research Department of English

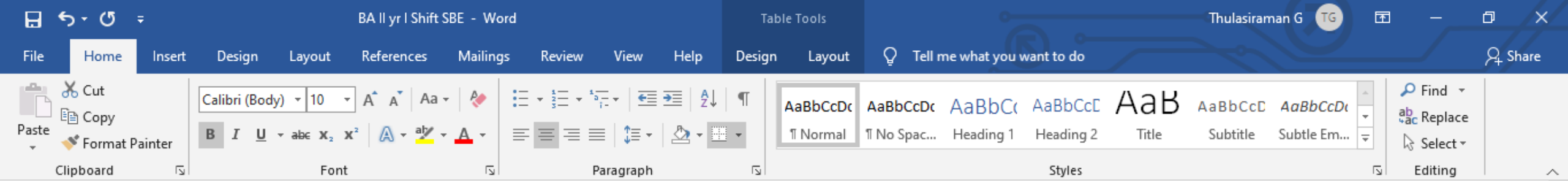
**Government Arts
College(Autonomous), Coimbatore**

Email : prof.p.malathy@gmail.com

INTRO TO SYLLABUS

UNIT I – SOCIALIZING

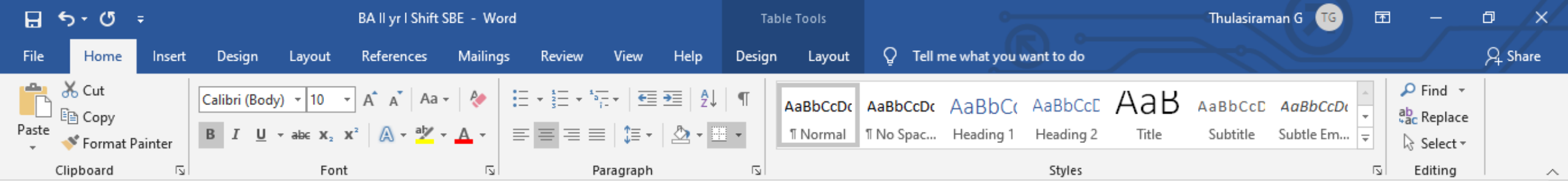
1.1. GREETINGS – 06.08.2020



Year	Subject Title	Sem.	<u>Sub.Code</u>
<u>2018-19</u> <u>onwards</u>	Part-IV-Skill Based Elective-I- English for Everyday Communication	III	18BEN35S

Objectives

- To expose students to the everyday use of English for communication
- To give practice to students to acquire communication competence
- To help students acquire the necessary vocabulary, grammar and speech input to efficiently communicate in everyday situations



Unit I – Socializing

Greetings, introductions, exchanging pleasantries & small talk, excusing, taking leave, body language & mannerisms in a social gathering,

Unit II – Updating

Developing interests in general fields, Reading Newspapers and magazines, Watching Television, Art/film/music Appreciation, browsing the internet, accessing other sources of general information

Unit III – Interacting

Presenting & instructing, explaining & demonstrating, persuading & convincing, requesting & demanding, negotiating, telephoning,





Cut

Copy

Format Painter

Clipboard

Times New Ro

11

A

A

Aa

A

B

I

U

abc

x₂x²

A

a

A

B

I

U

abc

x₂x²

A

a

A

B

I

U

abc

x₂x²

A

a

A

Paragraph

AaBbCcDc

AaBbCcDc

AaBbCc

AaBbCc

AaB

AaBbCcD

AaBbCcDc

Normal

No Spac...

Heading 1

Heading 2

Title

Subtitle

Subtle Em...

Styles

Find

Replace

Select

Editing

Unit III – Interacting

Presenting & instructing, explaining & demonstrating, persuading & convincing, requesting & demanding, negotiating, telephoning,

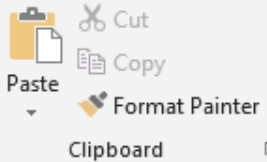
Unit IV – Corresponding

Personal correspondence, Writing letters & emails, using planners & diaries, writing applications & petitions, filling in forms, cheques, etc, writing personal advertisements

Unit V – Networking

Using social networking sites – twitter & facebook, posting, sharing & chatting, blogging, podcasting, mobile communication – texting, CUG – Closed Users Groups.

Text: Compiled material



Times New Ro 11

B *I* U abc x₂ x²

Font



Paragraph

AaBbCcDc

AaBbCcDc

AaBbCc

AaBbCc

AaB

AaBbCcD

AaBbCcDc

Normal

No Spac...

Heading 1

Heading 2

Title

Subtitle

Subtle Em...

Styles

Find

Replace

Select

Editing

Methodology: Series of lectures, tasks, assignments and written examinations. Practical

Components (25 Marks)

1. Behaving in a social gathering (video recorder).
2. Awareness on general knowledge – searching for information (Task sheets).
3. Interacting in various situations (audio recorder).
4. Drafting emails (Task sheets).
5. Creating a personal blog (Task Sheets).

Theoretical Components (75 Marks) End Semester Examinations.

UNIT I - SOCIALIZING

- **Skills needed for socializing**
 - **Practice of soft skills**
 - Confident, Calm, Collective, Communicative
 - **Ability to express**
 - Attitude, Attractive Approach, Assertive Non-Verbal communication
 - **Immediate Presence of mind**
 - Interaction in public forums
 - Interfacing the corporate
 - Insightful conversations
 - **Developing language skills**
 - LSRW Skills of English / foreign languages
 - Comprehension of the contextual vocabulary
 - Cognitive inference of the syntax of English

FREE YOU TUBE RESOURCES FOR LEARNING ENGLISH CONVERSATIONS

- BBC English – FREE LESSONS ON SHORT CONVERSATIONS
- BRITISH COUNCIL LESSONS ON ENGLISH CONVERSATIONS
- VOA LESSONS
- EMMA – ENGLISH CONFIDENCE COACH
- ANGLO LINK
- ENGLISH CONVERSATION
- TIM'S PRONUNCIATION WORKSHOP



Improve Your English Communication Skills

Georgia Institute of Technology

SPECIALIZATION

★★★★☆ 4.7 (13,047) | 810K students

📊 Beginner



Learn English: Advanced Academic Speaking and Listening

University of California, Irvine

SPECIALIZATION

★★★★☆ 4.5 (630) | 96K students

📊 Intermediate



English for Career Development

University of Pennsylvania

COURSE

★★★★☆ 4.8 (6,830) | 950K students

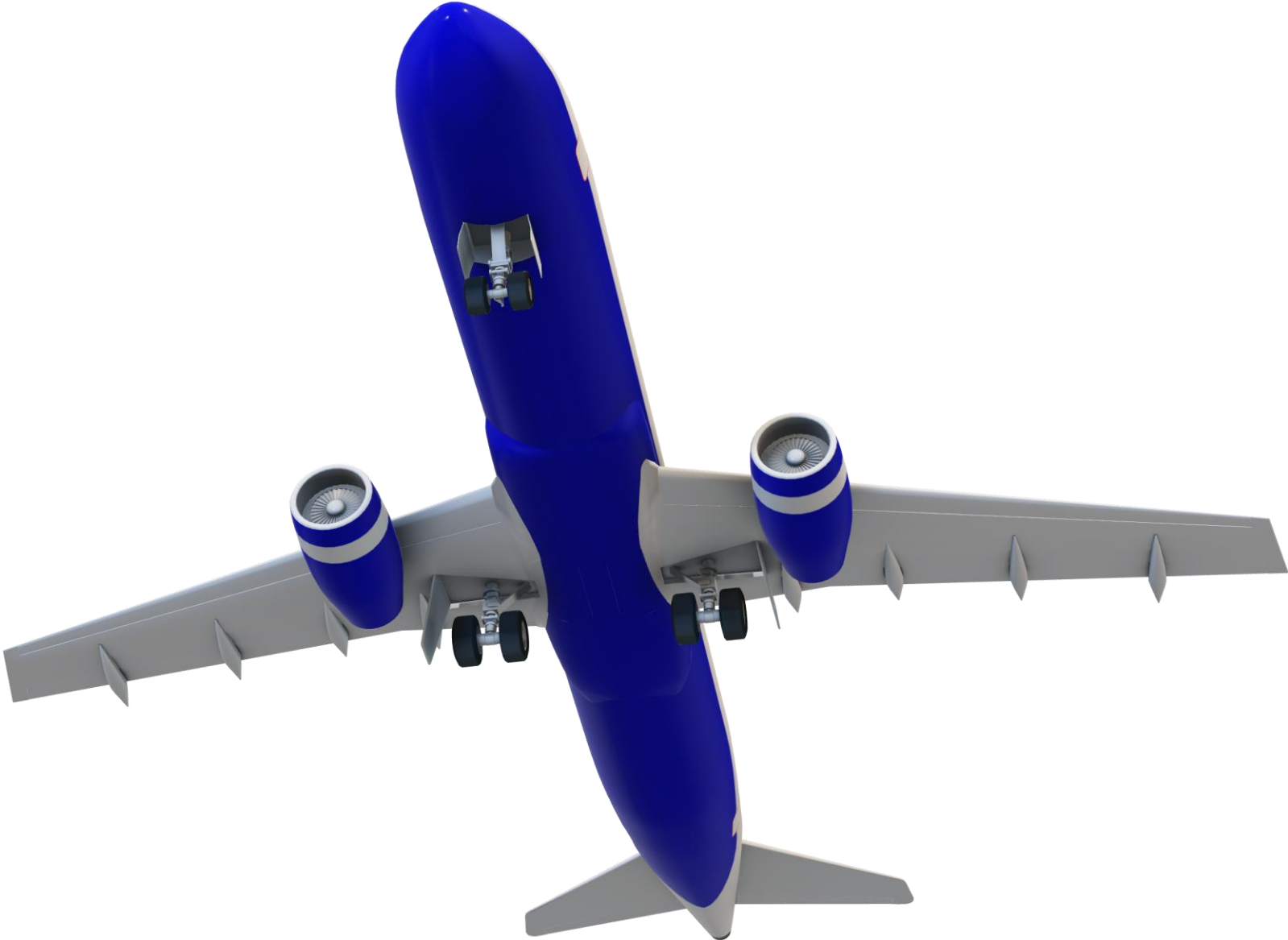
📊 Mixed



Speak English Professionally: In Person, Online & On the Phone

**Get ready
for your
Take off**







UNIT - I

1.2. SOCIALIZING

HOW TO INTRODUCE ONESELF?



A circular inset image showing two men in a professional setting. One man in a light pink shirt is looking at a laptop, while the other man in a light blue shirt and tie is looking at him. They appear to be in a meeting or discussion.

TAKE ME THROUGH YOUR PROFILE

1. INTRODUCE YOURSELF
2. TELL ME ABOUT YOURSELF
3. BRIEF YOURSELF
4. DESCRIBE YOURSELF
5. NARRATE YOURSELF
6. SPEAK YOUR PROFILE BRIEFLY

TELL ME ABOUT YOURSELF

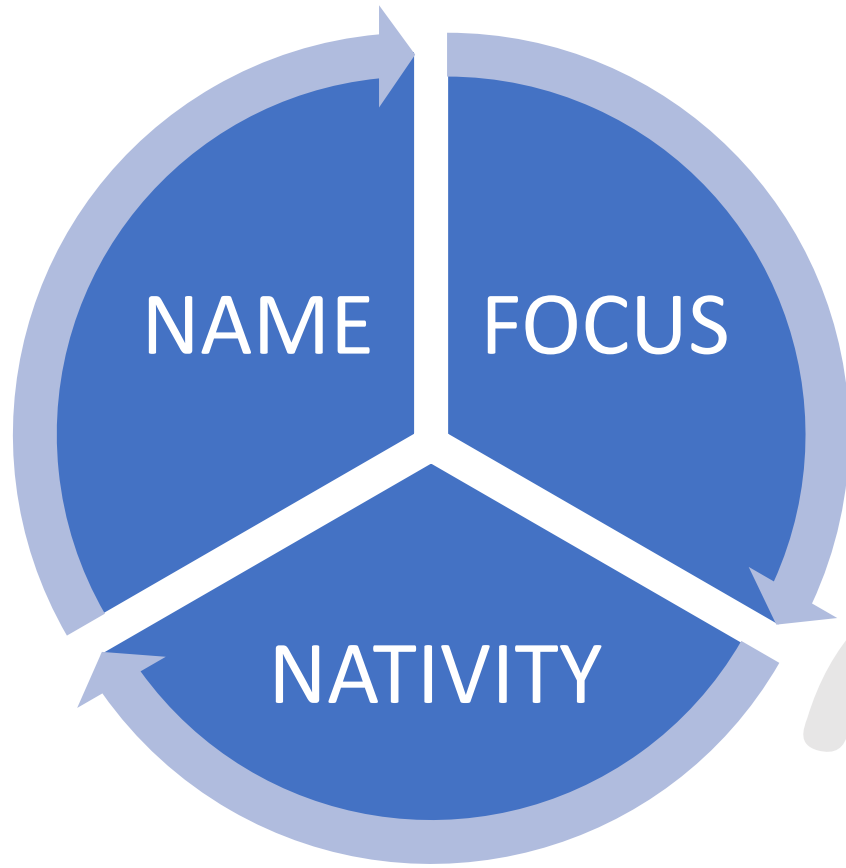


POINTS OF FOCUS IN YOUR INTRO

1. Identity Info
2. Highlight Employability / Qualification
3. Uniqueness Exhibition
4. Be prepared for Miscellaneous questions



IDENTITY INFO



HIGHLIGHT YOUR EMPLOYABILITY / QUALIFICATION

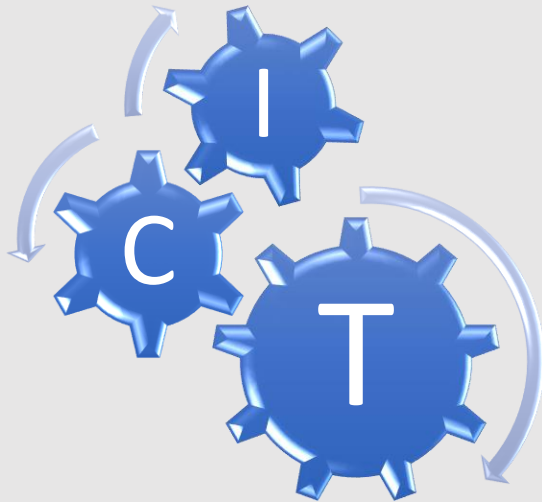
1. Academic Accomplishments
2. Subject Specialization
3. Project Fields
4. Corporate Scope of your Specialization
5. Research Achievements
6. Extra Curricular Profile
7. Evidence of Physical Fitness
8. Exhibit your Soft Skills



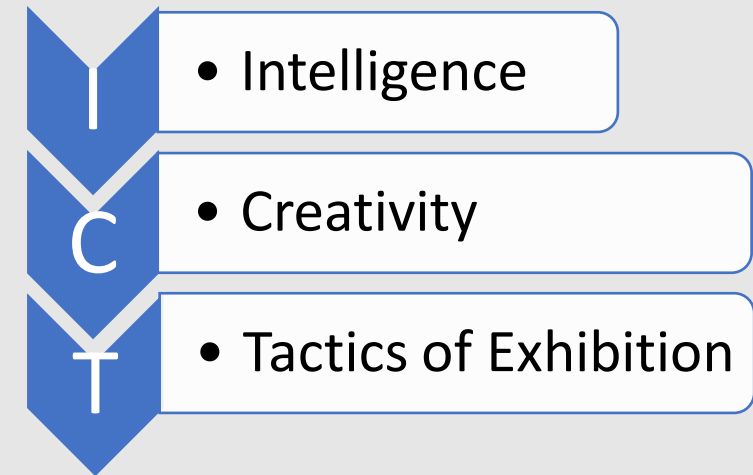
UNIQUENESS EXHIBITION



$$E = MC^2$$



FORMULA : ICT



BE PREPARED FOR MISCELLANEOUS QUESTIONS

FIX YOUR MISCELLANEOUS QUESTIONS



CALM AND COLLECTIVE SUCCESS



THANK YOU



PROF.P.MALATHY@GMAIL.COM



UNIT – I : SOCIALIZING

Topic 1.3: Exchanging Pleasantries and Small Talks

Dr.P.Malathy,
Assistant Professor,
PG & Research Department of English,
Government Arts College (Autonomous),
Coimbatore
Email : prof.p.malathy@gmail.com

Search English English

Grammar English-Spanish Spanish-English

Meaning of *pleasantry* in English



pleasantry

noun [C usually plural] • formal

UK /'plez.ən.tri/ US /'plez.ən.tri/



a polite and often slightly humorous remark, usually made to help other people feel relaxed:

- After **exchanging** pleasantries, the delegation revealed the purpose of their visit.

– Thesaurus: synonyms and related words

Test your vocabulary with our fun image quizzes

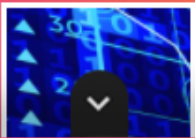


[Image credits](#)

Try a quiz now



Business Analytics



coursera

pleasantry

 DEFINITIONS AND SYNONYMS

NOUN COUNTABLE USUALLY PLURAL UK /'plez(ə)ntri/

WORD FORMS

DEFINITIONS 1

- 1 a pleasant remark that you make in order to be polite. When two people exchange pleasantries, they talk to each other politely about unimportant things.

Synonyms and related words

Definition and synonyms of pleasantry from the online English dictionary from Macmillan Education. This is the British English definition of pleasantry. View American English definition of pleasantry. Change your default dictionary to American English. View the pronunciation for pleasantry.

[View American English definition of pleasantry.](#)[Using the dictionary](#)[Share this entry](#)

Microsoft 365

अपनी दुनिया
एक्सेस करें1 TB OneDrive क्लाउड संग्रहण
की एक्सेस करने से आपको
कहीं से भी बढ़िया
विचार मिल सकते हैं[अधिक जानें](#)

THESAURUS

TRENDING WORDS

SYNONYMS OF THE MONTH

QUIZZES

VOCABULARY QUIZ: FLOWERS





SINCE 1828

pleasantry



DICTIONARY

THESAURUS

grammarly

[DOWNLOAD](#)

pleasantry noun

Save Word

pleas·ant·ry | \ 'ple-zən-trē

plural **pleasantries**

Definition of *pleasantry*

- 1 : a humorous act or remark : [JEST](#)
- 2 : an agreeable playfulness in conversation : [BANTER](#)
- 3 : a polite social remark
// exchanged pleasantries

grammarly

Instant Grammar Checker

Try Now

Trusted by over **4 million** students, faculty, and professionals worldwide.

WORD OF THE DAY

dulcet

WINNING AT SMALL TALK

Please answer “yes” or “no” to the following questions:

1. I have joined or participated in at least one club or group activity in order to develop new business friendships or to meet new people this year.

Yes No

2. I’m conscious of “taking turns” in most conversations so that I can learn more about others and help them get to know me.

Yes No

3. In the past year, I have used my contacts to help at least two people find a new job, get a date, hook up with potential customers and clients, or I have provided information for other networking purposes. \

Yes No

4. I go to at least two functions a month where I can meet people in my profession/industry or who are potential decision-makers.

Yes No

5. If someone is friendly toward me, it is easy to be friendly back. However, I don't wait to make sure someone is friendly before I am friendly toward him or her.

Yes No

6. When someone asks me, "What's new?" instead of saying "Not much," I often talk about something exciting in my life.

Yes No

7. At meetings, parties, job fairs, and such, I introduce myself to people I don't know and come away knowing the names of at least three new people. Yes No

Well, how did you do? Once you master Small Talk, you are guaranteed to:

- Build business
- Make friends
- Improve networking skills
- Get dates
- Land jobs All right—that's enough small talking. Let's get down to business!



What's the Big Deal About Small Talk?

You pull into the parking lot, turn off the engine, and sit for a minute dreading the next two hours. An important client has invited you to an open house in celebration of their new downtown office. You hate these things. You don't know what to say, you don't know anyone except the client, and you always feel like you're trying not to look lost; so you eat and drink more than you should, just to stay occupied. You must attend—that's a given—but you sink deeper into the front seat and agonize over how long you have to stay. Will dropping by for thirty minutes do the trick, or will you insult one of your best clients if you don't stay for the whole event? You search for excuses to get yourself out of there early

Casual conversation happens at least a dozen times a day—on the way into the office, picking up your daughter from soccer practice, riding the elevator with a colleague, fielding a phone call from your mother-in-law, attending an industry meeting, taking a client to lunch, going to a job interview—the list is endless!

Yet for some of us, these demands for small talk don't ever make small talk any easier. If anything, such encounters increase anxiety and cause some people to dread social events, business lunches, and chance encounters with neighbours.

Unfortunately, in our preoccupation with our own discomfort, our neighbours, acquaintances, and associates label us distant, cold, and reserved. Remember Thornton Wilder's play *Our Town*?

last us a few weeks.” It seems acquiring small talk skills is not exclusively a modern-day quest. If your conversations evaporate almost as soon as they’ve begun, or if you’re a reluctant participant at social and business get-togethers, you’ve come to the right place. If you practice the simple techniques revealed here, you’ll put your conversational demons behind you. You will learn how to:

- Engage any individual in a meaningful dialogue
- Resuscitate a dying conversation
- Transition into new topics
- Feel more at ease at networking events, parties, and receptions
- Develop business friendships
- Step out of a conversation with grace

1.4 & 1.5 Body Language & Mannerism in Social Gatherings

Nonverbal Communication

Is it possible to
communicate without
words?

Nonverbal Communication

Studies show that over half of your message is carried through nonverbal elements:

- Your appearance
- Your body language
- The tone and
- the pace of your voice.

Nonverbal Communication

Before someone processes our verbal messages,

- ▶ Taken in our appearance,
- ▶ Registered our enthusiasm and sincerity
- ▶ Noted our tone of voice and processed all into nonverbal message.
- ▶ If this message reinforces the content of verbal one, it means we send a powerful message.
- ▶ If the two messages do not match, they may cancel each other and that means no messages delivered.

Nonverbal Communication



- The process of sending and receiving *wordless* messages by means of facial expressions, gaze, gestures, postures, and tones of voice.
- Nonverbal cues include *all* expressive signs, signals and cues ---which are used to send and receive messages

Language is not the only source of communication, there are other means also. Messages can be communicated through.

1. Gestures: It includes movement of hands, face or other parts of the body.
2. Posture or Body language
3. Facial expressions
4. Eye contact
5. Emblems
6. Appearance & object





Meaning can also be communicated through object

- Clothing
- Hairstyle
- Architecture
- Symbols
- Dance
- Icons (Image, picture, or representation)
- Handwriting style
- arrangement of words
- physical layout of a page

Vocalizations

- ▶ Non verbal sounds - **not words**, but convey a meaning.
- ▶ Divided into three categories:
 - ▶ vocal characterizers
 - ▶ vocal qualifiers
 - ▶ vocal segregates

vocal characterizers

- ▶ Laughing
- ▶ Sighing
- ▶ Crying
- ▶ Belching
- ▶ Inhaling
- ▶ Excessive groaning
- ▶ Whining
- ▶ Yelling
- ▶ Whispering

vocal qualifiers

- ▶ intensity (loud-soft)
- ▶ pitch height
- ▶ high-low

vocal segregates
(separators)

“um” “uh” “ah”

Note:

- ▶ some sounds are not vocal,
- ▶ e.g., snapping one's fingers, stamping a foot
- ▶ ...nv includes vocal and non vocal phenomena

Some nonvocal

- made with the breath,
taking a small bit of air
- onomatopoetic words - zzz

Also other vocal phenomena

► more sounds than words e.g., **zap...buzz**

Body Motion

(Kinetic Gestures)

Movements of the:

- Body
- Limbs
- Head
- feet and legs
- facial expressions
- eye behavior
- posture



▶ Some movements provide information about **emotions**

▶ Some give information about **personality traits or attitude**

Emblems

- Thumbs up OK
- V with fingers victory
- Finger pointed to temple suicide
- Hand grasping throat choke
- hand to mouth eating
- tilt head, eyes closed sleeping

Use of Emblems (a)

➤ Insults

➤ Directions

come
stop

go
slow down

➤ Greetings

➤ Departures



Use of Emblems (b)

selected responses to questions

yes

no

maybe

I don't know

physical state

emotion

triumphant

angry

sad

Part of body associated with emblems

- Often the **hands...** but not exclusively
- Nose wrinkle **Disgust**
- Drop of the jaw and exaggerated raising of the eyebrows **Surprise**
- Upturned palms, shrugged shoulders **Uncertainty**

Regulators 2

- ▶ They can tell the speaker to:
 - continue
 - hurry up
 - become more interesting
 - explain
 - let the other talk

Turn-taking regulators

(the most studied kind)

Head tilting

Nods

Eye contact

e.g. less eye contact if you want
to terminate conversation.

Touch Behavior

touching
stroking
pushing



guiding another's motion

Paralanguage

- How - not what you say.
- Speech behavior
 - Voice quality and pitch
 - Range and rhythm control
 - Tempo
 - Articulation
 - Resonance
 - Glottis control
 - Vocal and lip control

We Express Ourselves Through....

- **Posture** (Gait, Walk, sitting)
(Position of body)
- **Gestures** (Movements of hands , Legs, fingers etc.)
(A Motion of hand, head or body to emphasize an idea or emotion while speaking)
- **Facial Expressions** (Eyes, eyebrows, lips, chin)

Sensory Channels

It is also important to remember that while communicating we not only use different frames of mind but also use various sensory channels like ;

- Verbal contents (Words)
- Auditory content (Voice tone)
- Visual content (gestures, facial expressions) and sometimes sense of touch and smell ,too.

The Silent Language :

The Non Verbal Communication

Our actions

- silence
- expressions in the eyes
- gestures
- posture
- walk
- Facial expression
- Vocal cues
- Touch
- Appearance

-all these can communicate without words.

Emotions- Express with Facial Expressions

- Surprise
- Fear
- Disgust
- Anger
- Happiness
- Sadness

Four basic modes of Body Language.-

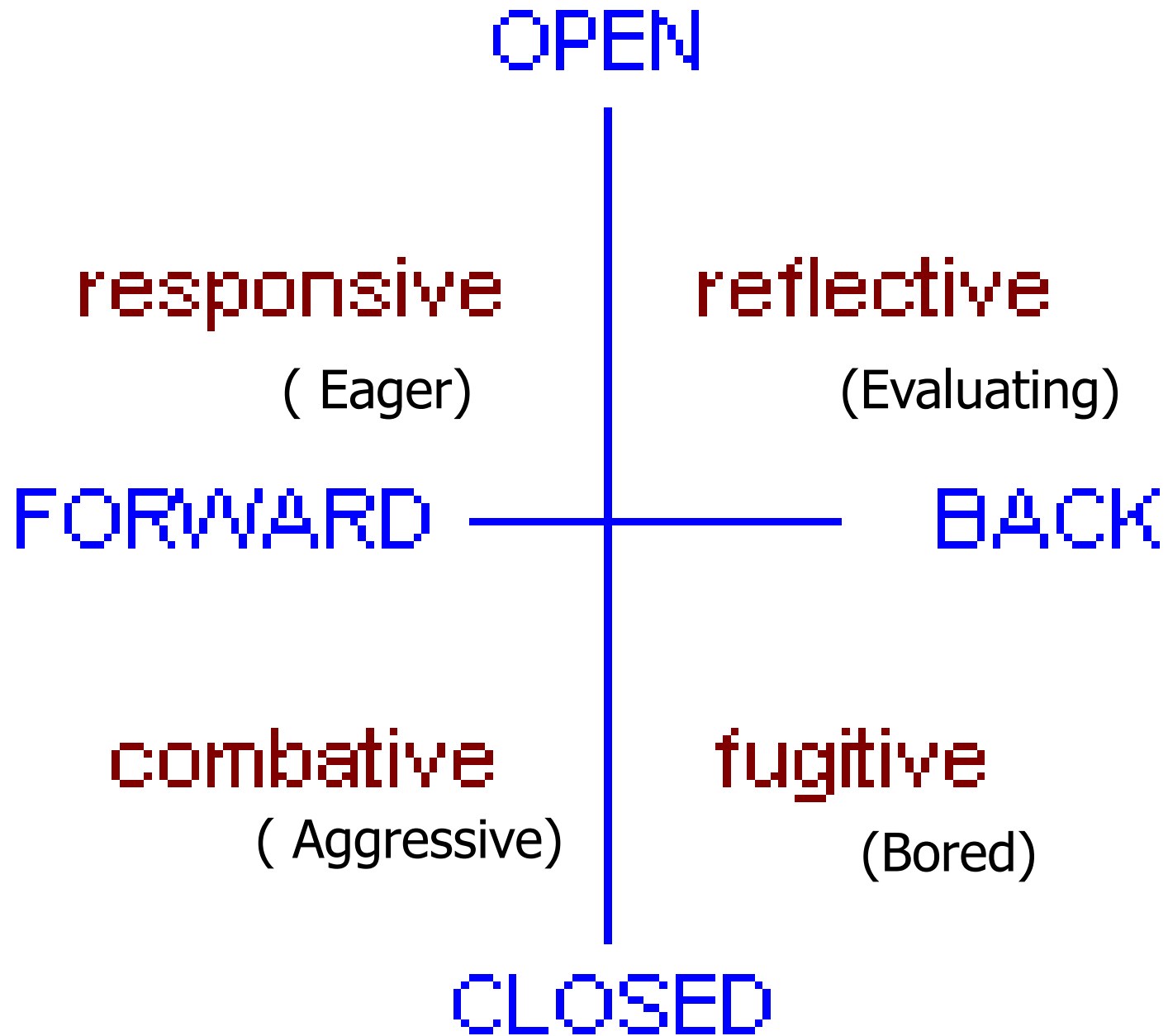
- **Responsive**- (Eager)
- **Reflective**-(Evaluating)
- **Fugitive** -(Bored)
- **Combative**- (Aggressive)

Two basic groups of postures:
OPEN/CLOSED and FORWARD/BACK

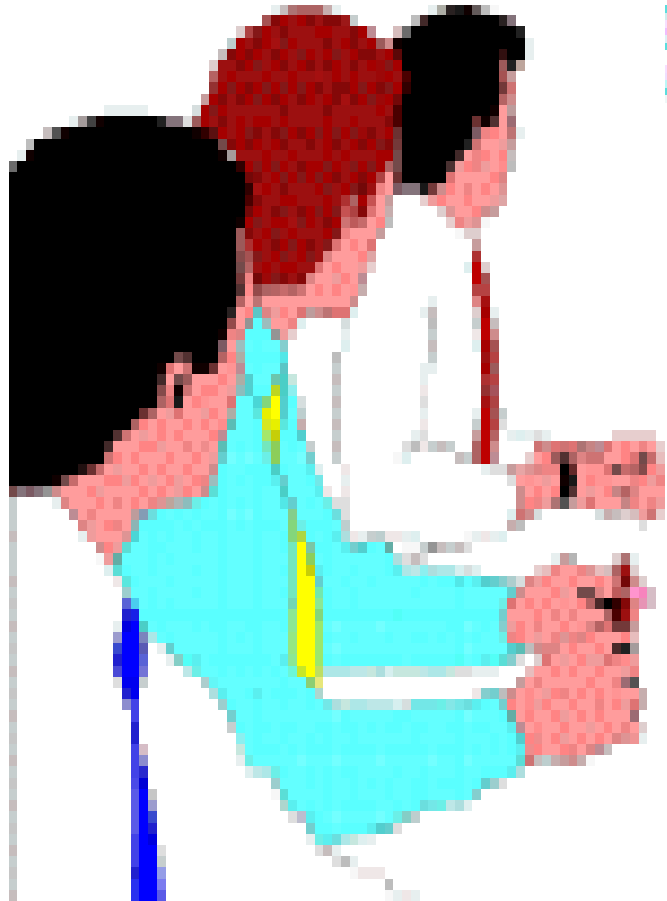
- OPEN/CLOSED is the most obvious. People with arms folded and legs crossed and bodies turned away are signaling that they are rejecting messages.
- People showing open hands, fully facing you and both feet planted on the ground are accepting them.

FORWARD/BACK

- FORWARD/BACK indicates whether people are actively or passively reacting to communication. When they are leaning forward and pointing towards you they are actively accepting or rejecting the message.
- When they are leaning back, looking up at the ceiling, doodling on a pad, cleaning their glasses they are either passively absorbing or ignoring it.



Responsive



Eager



ENGAGED

Leaning forward

Open body

Open arms

Open hands

Reflective



LISTENING

Head tilted

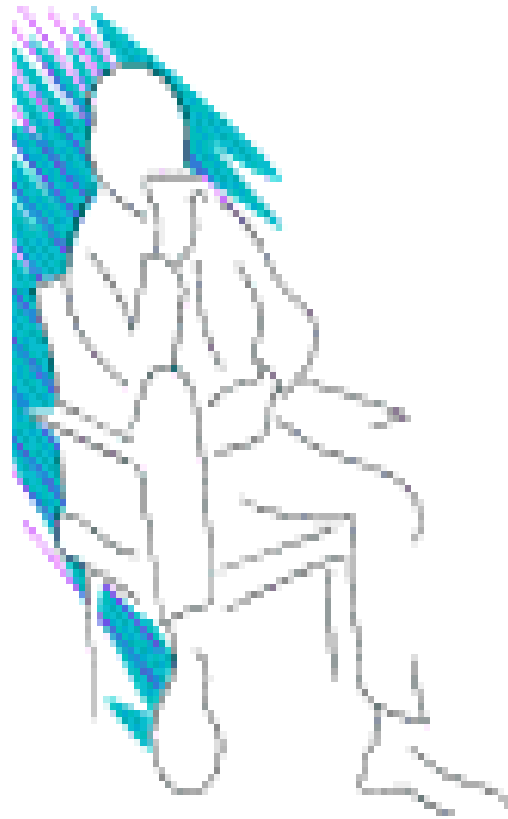
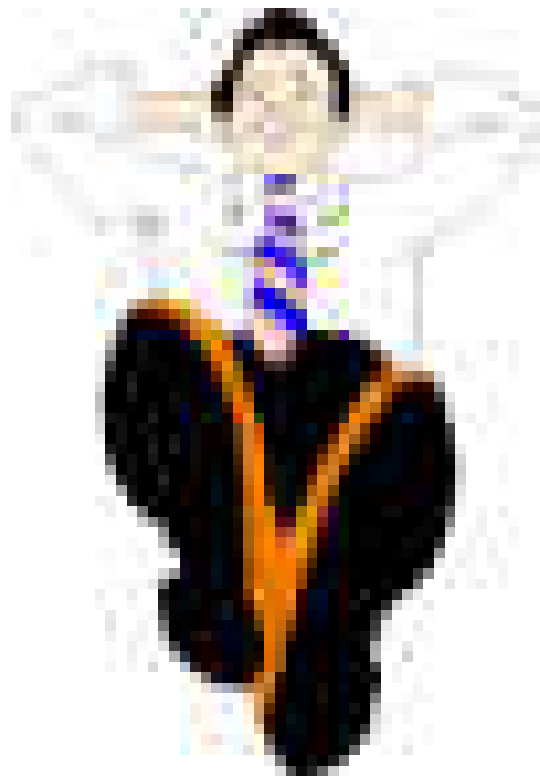
Lots of eye contact

High blink rate



Evaluating

Fugitive



Let me Go

BORED

Staring into space

Slumped posture

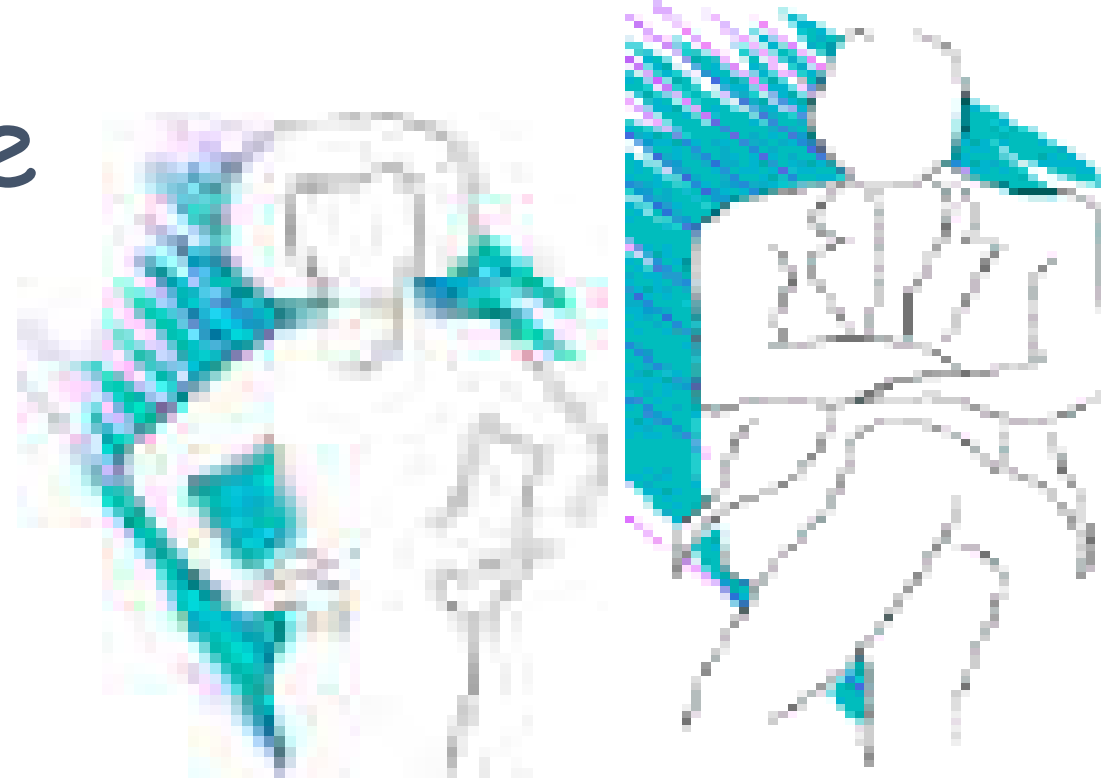
Doodling

Foot tapping

Combative



Aggressive



LET ME SPEAK

Finger tapping

Foot tapping

Staring

- Superiority
- Relaxed

Leaning
Back With
hands
Supporting
Head



Rejecting Messages

- Ready
- Positive
- Able
- Goal oriented person

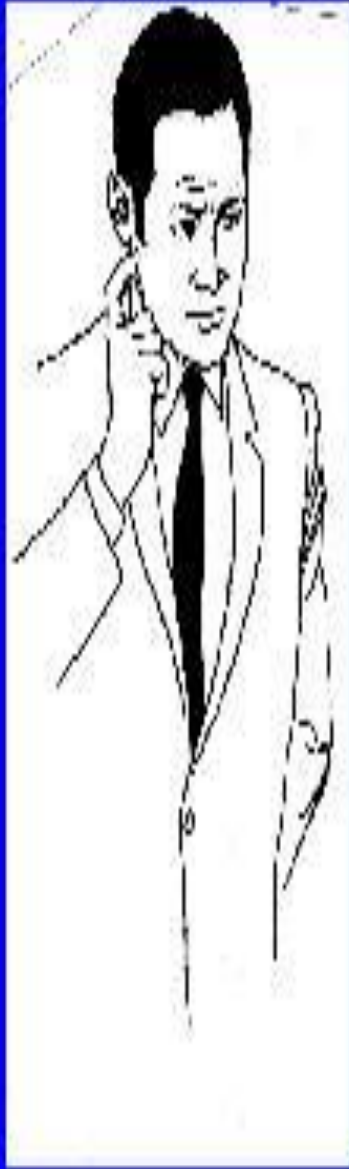


Sit down readiness

- Honesty
- Loyalty
- Devotion



Hand to Chest



- A Doubt
- Hesitance

“Well, I don’t Know ”

- Curiosity



Touching the Nose



- Boredom
- Tired

“ I am bored.”

- Confident
- Proud
- Egotistic



Sleeping



Low Steepling
(Joining Finger tips)



Hand Rubbing

- Expectation
- Unspoken demand

- Evaluating
- Judging



Chin -stroking evaluation



Gesture with glasses

- Negative Emotional Reaction
- Scrutinizing people

- Sincere
- Open to suggestion
- Acceptance of authority

- Frustration
- Helplessness

Open Hands



Sincerity

Helplessness



Getting a Leg up

- Non-Cooperative
- Hostile
- Unconcerned

- Defensive
or
- Sometimes,
seeking comfort



Arm Gripping



Crossed Arm

- Preferred by teenage girls

- Defensive
- Generally among colleagues or peers
- or
- In elders it is for the right to be heard



Crossed arm Defensive

Physical Characteristics

- ▶ Not all nonverbal communication comes through movement and motion
- ▶ Some are **static self presentation characteristics**
 - ▶ body height
 - ▶ weight
 - ▶ hair
 - ▶ skin color
 - ▶ breath odor

Artifacts

- ▶ When objects interact with persons to send nv cues
 - clothes
 - lipstick
 - false eyelashes
 - wigs
 - perfume

Environmental Factors

- Associated with the communication event that impinge upon the human relationship, but not part of it.
 - furniture
 - architectural style
 - interior decorating
 - lighting conditions
 - colors
 - temperature

First Impression

We know the importance of “first impression”

But first impressions happen everytime when we initiate the communication.

Positive first impression make communications much easier and more comfortable.

Negative first impressions can cut off a relationship before it gets started.

First Impression

First impression includes:

- Dress & grooming
- Voice
- Handshake
- Eye contact
- Body posture

Language of Gestures

Body language and nonverbal communication are transmitted through the eyes, face, hands, arms, legs and posture (sitting and walking)

Each individual, isolated gesture is like a word in sentence; it is difficult and isolated dangerous to interpret in and of itself.

Therefore consider the gesture in the light of everything else that is going on around you.

Eyes

Windows of the soul, excellent indicators of feelings.

Honest person has a tendency to look you straight in the eye when speaking.

At least listeners accept it like that. People avoid eye contact with other person when an uncomfortable question asked.

Try to reduce tension and build trust rather than increase tension.

The raising of one eyebrow shows disbelief and two shows surprise.

People are classified as right lookers and leftlookers. Right lookers are more influenced by logic and precision, left lookers are found to be more emotional, subjective and suggestible.

The Face

The face is one of the most reliable indicators of a person's attitudes, emotions & feelings

By analysing facial expressions, interpersonal attitudes can be discerned and feedback obtained.

Some people try to hide their true emotions.

Common facial gestures are:

Frowns: unhappiness, anger

Smiles: happiness

Sneers: dislike, disgust

Clenched jaws: tension, anger

Pouting lips: sadness.

The Hands

Tightly clenched hands usually indicate that the person is experiencing undue pressure.

It may be difficult to relate to this person because of his tension and disagreement.

Superiority and authority are usually indicated when you are standing and joining your hands behind your back.

Cupping one or both hands over the mouth, especially when talking, may well indicate that the person is trying to hide something

Putting your hand to your cheek or stroking your chin generally portrays thinking, interest or consideration.

Fingers bent across the chin or below the mouth most often shows critical evaluation.

Rubbing gently behind or beside the ear with the index finger or rubbing the eye usually means the other person is uncertain about what you are saying.

Leaning back with both hands supporting the head usually indicates a feeling of confidence or superiority.

The Arms and Legs

Crossed arms tend to signal defensiveness. They seemingly act as a protective guard against an anticipated attack or a fixed position which the other person would rather not move.

Conversely, arms open and extended toward you generally indicate openness and acceptance.

Crossed legs tend to seem disagreement. People who tightly cross their legs seem to be saying that they disagree with what you are saying or doing. If the people have tightly crossed legs and tightly crossed arms, their inner attitude is usually one of extreme negativity toward what is going on around them. It may be difficult to get agreement.

Posture: Sitting and Walking

Sitting with your legs crossed and elevated foot moving in a slight circular motion indicates boredom or impatience.

Interest and involvement are usually projected by sitting on the edge of the chair and leaning slightly forward.

Generally, people who walk fast and swing their arms freely tend to know what they want and to go after that. People who walk with their shoulders hunched and hands in their pockets tend to be secretive and critical. They don't seem to like much of what is going on around them.

Dejected people usually scuffle along with their hands in pockets, heads down, and shoulders hunched over.

People who are preoccupied or thinking, usually walk with their heads down, hands clasped behind their backs and pace very slowly.

Interpreting Gesture Clusters

Certain combinations of gestures are especially reliable indicators of a person's true feelings. These combinations are clusters.

Each gesture is dependent to others, so analysis of a person's body language is based on a series of signals to ensure that the body language clearly and accurately understood.

All the individual gestures fit together to project a common, unified message.

When they do not, this means a incongruity.

For example: A nervous lough.

A laugh generally signal of relaxation. But if there are nervous signals in body language that means the person is trying to escape from an unpleasent situation.

Common Gesture Clusters

Openness:

Several gestures indicate openness and sincerity

- Open hands,
- unbuttoned coat or collar,
- leaning slightly forward in the chair,
- removing coat or jacket,
- uncrossing arms and legs, moving closer.

When people are proud of what they have done, they usually show their hands quite openly.

When they are not often put their hands into their pockets, or hide back

When people show signals of openness that means they are generally beginning very comfortable in your presence which is good.

Common Gesture Clusters

Defensiveness:

People who are defensive usually have

- a rigid body,
- arms or legs tightly crossed,
- eyes glancing sideways or darting occasionally.
- minimal eye contact
- lips pursed, fists clenched and downcast head
- Common Gesture Clusters

Nervousness

Whistling, Jangling pocket change , Fidgeting, Twitching lips or face Clearing one's throat, Chain smoking. Covering the mouth with hand,

Tapping fingers

Common Gesture Clusters

Evaluation:

Evaluation gestures say that the other person is being thoughtful or is considering what you are saying. Sometimes in a friendly way sometimes in an unfriendly way.

Typical evaluation gestures include

- ▶ tilted head, hand to cheek, leaning forward and chin stroking

Sometimes evaluation gestures take on a critical aspect.

- ▶ The body is more drawn back

- ▶ The hand is to the face but the chin is in the palm of the hand with one finger going up the cheek and the other fingers positioned below the mouth.

- ▶ This is generally an unfavorable gesture.

- ▶ To gain time for evaluating the situation people use cigarette or pipe smoking habits, removing eyeglasses.

- ▶ A final negative evaluation gesture is dropping his eyeglasses to the lower bridge of nose and peering over them.

- ▶ This gesture usually causes a negative emotional overreaction in other people.

Suspicion, Secrecy, Rejection, and Doubt:

These negative emotions are communicated typically by:

- Sideways glances
- Minimal or no eye contact
- Shifting the body away from the speaker
- Touching or rubbing the nose.

When a person do not want to look at you it could mean he is being secretive, has private feelings in opposition to what you are saying or hiding something.

A sideway glances means suspicion and doubt.

Shifting your body from someone means you wish to end the conversation, meeting etc.

Touching nose may indicate doubt or concealment

Common Gesture Clusters

Readiness

Readiness is related to the goal-oriented high achiever with a concern for getting things done.

It communicates dedication to a goal and is usually communicated by sitting forward at the edge of a chair.

This may negatively give the appearance of being overly anxious also.

Common Gesture Clusters

Boredom or Impatience

These unproductive feelings are usually conveyed by the

- ▶ Drumming of fingers
- ▶ Cupping the head in the palm of the hand,
- ▶ Foot swinging
- ▶ Brushing or picking a lint
- ▶ Looking at your watch or the exit

Common Gesture Clusters

Enthusiasm.

This is an emotion that you love to see in other people and they in you. It is conveyed by

A small upper or inward smile, Hands open and arms extended outward, Eyes wide and alert, A lively and bouncy walk, A lively and well-modulated voice.

Words & Phrases That Usually Annoy and Hurt People

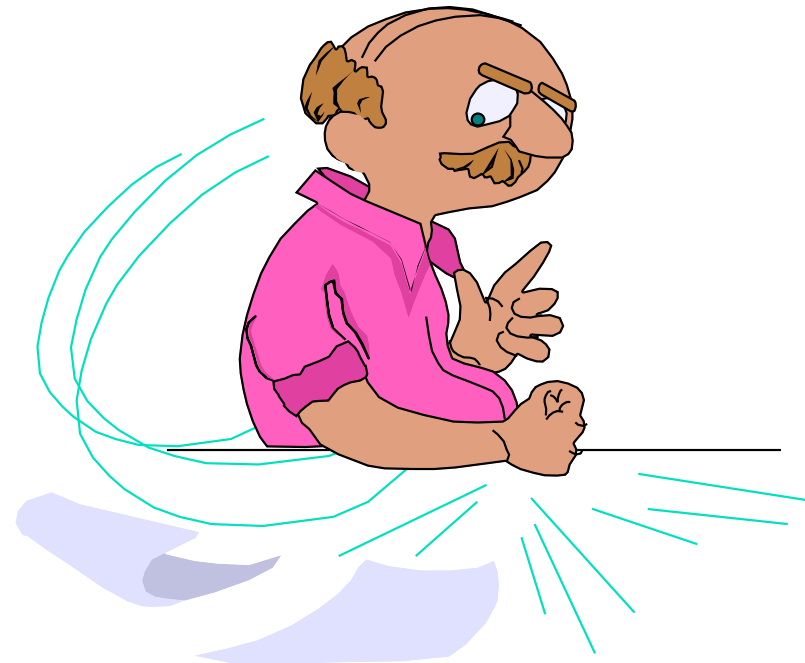
- ▶ You should have known better.....
- ▶ I can see no point in ..
- ▶ You must realize that..
- ▶ I find it difficult to believe....
- ▶ Don't be stupid..
- ▶ You can't do that...
- ▶ That's irrelevant...

- ▶ Avoid absolutes unless you mean them.
- ▶ Avoid putting the other person down.
- ▶ Avoid superior sounding judgements.

Saying What We Really Mean

The price we pay for not saying what we mean - or saying something we *didn't* mean can cause guilt, anger, loss of self esteem.

Accusation, screaming, and aggressiveness can't prove our point.



Informing Without Hurting



- First try listening to others.
- Acknowledge Others' views and feelings.
- Inform without hurting.
- Avoid the word 'never' and the use of 'You - messages' e.g.
" You are always late.
You have never....."

THANKS !