

## HOW TO INTERPRET BODY LANGUAGE

According to kinesics expert Merlyn Cundiff, when we attempt to persuade people, they are usually on their guard. They are very cautious about anything they say for fear of committing themselves. However, they are not cautious about their body language. Because of efforts to conceal feelings verbally, they are often more articulate in nonverbal communications than under ordinary circumstances.

| <i>These Actions...</i>   | <i>Reflect these feelings...</i>  |
|---|---|
| Gentle stroking of chin with thumb and forefinger; usually accompanied with a smile   | No longer undecided; just made up one's mind; period of persuasion is over...this is the time for action. |
| Arms folded firm and high upon chest  | A gesture of refusal  |
| Leaning forward with arms folded firm and high  | Indicates even stronger resentment  |
| Arms folded gently and loosely across the lower part of the body                      | Relaxation and a good mood  |
| Looking you straight in the eye in a pleasant manner without trying to stare you down | Interested and perhaps will give you fair consideration   |
| Shifty-eyed and refusing to look at you directly, or drops eyes                       | Also shifty in verbal communication...don't rely too strongly on what the person says to you              |
| Raising one eyebrow   | Indicates disbelief   |
| Raising both eyebrows   | Shows surprise  |
| A person rubbing his nose while you wait for the decision                             | An indication of disapproval and disagreement   |
| Hands over the eyes   | Ashamed of something; apology   |
| Slapping one's forehead   | You have forgotten something  |
| Holds the hand in front of the chest with fingers of each hand touching               | Signifies confidence  |
| Change of physical position   | Change of mental attitude   |
| Moving foot nervously   | Impatience (like tapping fingers)   |