

## TOPIC C: Negative Personal Signals

| Behavior  | Reason  | Circumstances   | Response  |
|---|---|---|---|
| Yawning/Cupping chin in hands                       | Boredom, Fatigue  | <ul style="list-style-type: none"> <li>• Long meetings</li> <li>• Inactivity/no participation</li> <li>• No stimulation</li> </ul>            | <ul style="list-style-type: none"> <li>• Invite people for particular topics only</li> <li>• Keep the meeting on course, to the point</li> </ul>  |
| Scowling  | Annoyance, Disagreement, Confusion  | <ul style="list-style-type: none"> <li>• Exchange of opinions/ideas</li> <li>• Unwelcome instruction</li> <li>• Poor communication</li> </ul> | <ul style="list-style-type: none"> <li>• Clarify the message</li> <li>• Acknowledge the disagreement but give your reasons and benefits of co-operation</li> </ul>  |
| Continued straight gaze, no head movement           | Failing attention, Dislikes what is being communicated, Lack of cooperation | <ul style="list-style-type: none"> <li>• Disciplinary/dispute occasions</li> <li>• Unwelcome instruction</li> </ul>                           | <ul style="list-style-type: none"> <li>• Ask for reactions/ feelings</li> <li>• Ask for suggestions to improve the acceptability of what you say</li> </ul>   |
| One hand on back of neck                            | Disagreement, Annoyance   | <ul style="list-style-type: none"> <li>• Discussion of views, actions, etc.</li> <li>• Wants to state a different view</li> </ul>             | <ul style="list-style-type: none"> <li>• Allow expression of views</li> <li>• Show you appreciate their differences and give your reasons for your stance</li> </ul>  |
| Drumming fingers, tapping foot, etc.                | Impatience, Boredom   | <ul style="list-style-type: none"> <li>• Long, drawn-out meeting</li> <li>• Topic irrelevant to them</li> </ul>                               | <ul style="list-style-type: none"> <li>• Stay concise and to the point</li> <li>• Invite for specific topics only</li> <li>• Give a specific role</li> </ul>  |
| Looking over spectacles/narrowing eyes              | Disapproval, Disbelief, Dislike   | <ul style="list-style-type: none"> <li>• Expects to challenge</li> <li>• Patience may be short</li> </ul>                                     | <ul style="list-style-type: none"> <li>• Allow expression of opinion</li> <li>• Show you acknowledge a different opinion</li> <li>• Give your reasons</li> </ul>  |
| Glasses removed and put down                        | No longer listening, Has made a decision                                    | <ul style="list-style-type: none"> <li>• Has heard all that is necessary</li> <li>• Does not want to hear more</li> </ul>                     | <ul style="list-style-type: none"> <li>• Ask for the conclusion or decision</li> <li>• Acknowledge their reluctance to continue but say there are other points</li> <li>• Keep the remainder brief and relevant</li> </ul>                          |
| Shifting position continually, avoiding eye contact | Not relaxed, Disagreement (different from just staring into space)          | <ul style="list-style-type: none"> <li>• Difficult situation</li> <li>• Wants to end the occasion</li> <li>• Wants to challenge</li> </ul>    | <ul style="list-style-type: none"> <li>• Encourage verbal participation</li> <li>• Ask open questions</li> <li>• Direct questions to the individual</li> <li>• Ask for a response or alternative</li> <li>• Keep the atmosphere positive</li> </ul> |
| Stroking nose/rapid blinking                        | Exaggeration, Lying   | <ul style="list-style-type: none"> <li>• Defensive occasions</li> <li>• Negotiations</li> </ul>   | <ul style="list-style-type: none"> <li>• Ask for clarifying detail</li> <li>• Maintain a confident attitude</li> <li>• Challenge concisely but not threateningly</li> </ul>   |

| <b>Behavior</b>                                      | <b>Reason</b>   | <b>Circumstances</b>   | <b>Response</b>   |
|--|---|--|---|
| Leaning forward                                      | Concentration,<br>Increased emphasis                                    | <ul style="list-style-type: none"> <li>• Sales meetings</li> <li>• Negotiation</li> <li>• Communicating ideas</li> </ul>                       | <ul style="list-style-type: none"> <li>• Make points clearly</li> <li>• State your own case</li> <li>• Maintain a win-win approach</li> </ul>                               |
| Leaning back   | Taking time to think,<br>Inviting expansion,<br>Looking for conclusions | <ul style="list-style-type: none"> <li>• After a proposition/<br/>exploration</li> <li>• Near end of meeting</li> </ul>                        | <ul style="list-style-type: none"> <li>• Allow silence for thought</li> <li>• Ask if more information is needed</li> <li>• Wait for the other to speak first</li> </ul>     |
| Clasping both hands behind neck,<br>steeping fingers | Extreme confidence,<br>Relaxation                                       | <ul style="list-style-type: none"> <li>• Non-threatening situations</li> <li>• In charge of situation</li> <li>• Can be patronizing</li> </ul> | <ul style="list-style-type: none"> <li>• Ensure the occasion doesn't dawdle</li> <li>• Maintain openness of situation</li> <li>• Be positive about your own case</li> </ul> |
| Stroking chin or leaning chin on knuckles            | Great interest,<br>Great concentration                                  | <ul style="list-style-type: none"> <li>• Learning situation</li> <li>• Need to absorb information</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Allow time for thought/absorption</li> <li>• Make points clearly</li> </ul>  |
| Tilting head   | Interest,<br>Listening  | <ul style="list-style-type: none"> <li>• Discussion</li> <li>• Instruction</li> </ul>  | <ul style="list-style-type: none"> <li>• Maintain positive attitude</li> <li>• Check understanding</li> </ul>   |