



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Body Language Basics course (1 Day)

Unit Standards 9528 NQF level-3, 3-credits

This course will enable you to implement and gain knowledge of the following:

- How to recognize a real or fake smile
- The 5 Basic Principles when interpreting Body Language
- How to detect lies
- What the eyes and pupils reveal
- Why Micro Expressions are one of the most reliable signs of emotions
- How to recognize difficult clients and superiority
- How to see if somebody likes your proposal or not by looking at the face

Body Language Basics Course Outline

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Communicating With Body language

- Learning a New Language
- The Power of Body Language
- More Than Words
- Actions Speak Louder Than Words
- Case Study
- Module Two: Review Questions

Reading Body Language

- Head Position
- Translating Gestures Into Words
- Open Vs. Closed Body Language
- The Eyes Have It
- Case Study
- Module Three: Review Questions

Body Language Mistakes

- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting
- Case Study
- Module Four: Review Questions

Gender Differences

- Facial Expressions
- Personal Distances
- Female Body Language
- Male Body Language
- Case Study
- Module Five: Review Questions

Non-Verbal Communication

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- What Your Posture Says
- Case Study
- Module Six: Review Questions

Facial Expressions

- Linked With Emotion
- Micro-expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions
- Case Study
- Module Seven: Review Questions

Body Language in Business

- Communicate With Power
- Cultural Differences
- Building Trust
- Mirroring
- Case Study
- Module Eight: Review Questions

Lying and Body Language

- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture
- Case Study
- Module Nine: Review Questions

Improve Your Body Language

- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice In a Mirror
- Case Study
- Module Ten: Review Questions

Matching Your Words to Your Movement

- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words
- Case Study
- Module Eleven: Review Questions

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations