

SIX

Times your **Actions** Speak **LOUDER** than **Words**



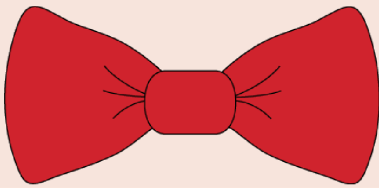
Rhythm and use of time: Not just for music.

- Avoid being “out of sync” with others
- Consider how you organize time and commitments. If you come into a meeting five minutes late, you may be telling people your time is more valuable than theirs without saying one word.



Interpersonal distance (space) and touch: Not about being touchy-feely.

- Touch is on the extreme part of the “intimate zone” of interpersonal space.
- In the workplace, touch carries extreme meanings, and should definitely be used with caution.



Objectics: More than “dress for success”.

- Many times, your clothes, hair, tattoos, jewelry, cosmetics, and fragrance is the first thing people notice about you and may tell people a lot about you in that split second.



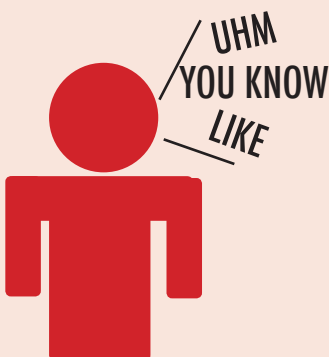
Gestures & postures: You reveal a lot with your hands and stance.

- A slouched posture may you look tired or disinterested.
- Hands in pockets may convey boredom.
- Standing straight may tell others you are attentive, excited, enthused, or confident.
- Leaning in may tell someone you are interested in what is being said.



Facial expressions: You can read it all over my face.

- A smile, frown, grimace, raising your eyebrows, eye contact, can tell people something that words may not.



Paralanguage: what makes up the sound that accompanies the words.

- The loudness, speed, and intensity of your speech. Silence (or absence of it) too.
- “Credibility killers” -- using like, well, “like” and “you know” and “uh” and “uhm.”

