



Capitalize on your Body Language

Your physical behavior during your interactions with others is a critical aspect of your communication skills. The positions you take and the movements you make convey degree of interest and engagement, acceptance or rejection, sincerity, various emotions and more. Consciously using body language is essential for effective communication.

Tips for Meeting with Stakeholders

Lean Forward

Leaning slightly toward someone who is speaking implies that you are not only very interested, you are making a concerted effort to hear everything that is being said.

Visibly Listen

To appear genuinely concerned and interested, you must be unmistakably focused on the speaker and what he or she is saying.

Open Your Body

Consciously opening your body position by uncrossing your arms and legs prevents a defensive appearance and, instead, shows you are open to what is being said.

Be Patient

Listening until the speaker finishes a point and taking care not to interrupt is very important because it communicates that you want to hear and fully understand.

Show Concern

You can show your concern by furrowing your brows and making it obvious that you want to fully understand what is being said.

Sit Still

Moving your body can suggest that you are distracted. If you remain still and focused on a speaker it implies that only that person has your interest.

Fix Your Focus

Looking at the speaker without often looking away and without blinking too often can intimate that you are so involved with the topic that you don't want to miss anything.

Ignore Distractions

Our offices are normally very busy places with numerous stimuli. Making it a point to purposefully ignore distractions is saying, "I am intent on you and what you have to say."

Nod from Time to Time

Slowly nodding can encourage a speaker. Care should be taken if you do not want to agree. Nodding too fast can make you seem impatient.

Murmur Reassurance

Soft affirmations such as 'mmm' or 'I see' are encouraging and reassuring.

Tilt Your Head

Tilting your head slightly can also indicate attentiveness; however, care should be taken to avoid appearing that you are questioning something said.

Reflect Visibly and Verbally

Mirroring makes a speaker feel acknowledged. Subtly imitating some of his or her body language has this effect. Summarizing what you hear confirms that you are listening and you understand the key points.