

Are you Missing your Prospect's Signals?

Monday conf call 6/20/11

3 weeks left to win the incentive

Branson 2011 Event July 8-9 – All those who register and attend receive a free 100g Ambrotose

MannaQuest Sept 2-4 Seattle, WA – This is an event you do not want to miss.

Next Monday Call: Book Review – “Delivering Happiness: A Path to Profits, Passion and Purpose” By Tony Hsieh

1. The value of Non-verbal communication
 - a. Awareness of the body language: both yours and theirs
 - b. Listening with your entire body...being in one conversation, creating something new through your interaction, experience the other person and allow them to experience you at an entirely different level. (this comes from Quantum Think)
 - c. Science says over 70% of our communication is non-verbal. Good news: your subconscious already understands the meaning of every gesture, posture, and voice inflection. Without training, you won't know how to apply this information.

2. Importance of first impression
 - a. Research also shows that most make a judgment whether they like you or not in the first few moments. So this tells you why a good first impression is so critical.
 - b. How? Open body language: smiling, making good eye contact, showing the palms of your hands, keep your arms unfolded and our legs uncrossed.

3. In conversation
 - a. Match and mirror your prospects body language gestures. It is a way of subconsciously telling someone you like them and agree with them. People tend to desire to do business with people they align with.
 - b. In first ten minutes, using this mimicry, you can grow a whole new level of trust and rapport with someone.
 - c. You can use this the other way as well...to test to see if you have built a level of trust. Make some body gestures and see if your prospect mimics you. If you notice they mismatch your gestures, then you have not established trust as of yet.

4. Body gestures to learn:

Two basic categories: Open/closed and Forward/back

- a. Leaning back and closed = lack of interest
- b. Leaning back and open = contemplation and cautious interest
- c. Leaning forward and closed = potential aggressive behavior
- d. Leaning forward and open = interest and agreement

This would be a good time to close them.

5. Head gestures

- a. Head neutral = neutral and open attitude
- b. Tilted back = superior attitude
- c. Tilted down = negative and judgmental attitude
- d. Tilted to one side = interest

6. Facial gestures

- a. Eye rub = deceit, "see no evil"
- b. Eye roll = dismissive gesture that indicates superiority
- c. Looking over top of glasses = scrutiny and a critical attitude
- d. Nose rub = dislike of the subject
- e. Hand or fingers blocking mouth = deceit, "speak no evil"
- f. Chin stroking = making a decision
- g. Thumb under chin with index finger pointing vertically along the cheek = negative attitude and critical judgment

See attached QUIZ: take it now and I will share the answers

Body Language Quiz

Do you have a working knowledge of body language? See how many of the eight questions you can answer. (Consider using this quiz at your next MLM training meeting to assess your downlines current level of expertise.)

What emotion is associated with the "palm to chest" gesture?

- A. Superiority
- B. Critical judgment
- C. Sincerity
- D. Confidence

What is the meaning of the "thumb under the chin" gesture?

- A. Deceit
- B. Boredom
- C. Anxiety
- D. Critical judgment

What nonverbal message is conveyed with the "chin rub" gesture?

- A. Decision
- B. Deceit
- C. Control
- D. None of the above

What does it mean when a person rubs his or her nose?

- A. Superiority
- B. Anticipation
- C. Dislike
- D. Anger

What message is conveyed when a person touches his or her eyeglasses to their lips?

- A. Interest
- B. Stalling
- C. Disbelief
- D. Impatience

When a person looks over the top of his or her eyeglasses, what message are they sending?

- A. Contempt
- B. Distrust
- C. Scrutiny
- D. Suspicion

What is the impact of nonverbal communication in a face-to-face conversation?

- A. 20%
- B. 40%
- C. 70%
- D. 85%

Which of the following gestures is/are associated with lying?

- A. Talking through fingers
- B. Eye rub
- C. Ear rub
- D. Lack of direct eye contact
- E. All of the above