

## **BODY LANGUAGE**

- 1. Don't cross your arms or legs** – You have probably already heard you shouldn't cross your arms as it might make you seem defensive or guarded. This goes for your legs too. Keep your arms and legs open.
- 2. Have eye contact, but don't stare** – If there are several people you are talking to, give them all some eye contact to create a better connection and see if they are listening. Keeping too much eye-contact might creep people out. Giving no eye-contact might make you seem insecure. If you are not used to keeping eye-contact it might feel a little hard or scary in the beginning but keep working on it and you'll get used to it.
- 3. Don't be afraid to take up some space** – Taking up space by for example sitting or standing with your legs apart a bit signals self-confidence and that you are comfortable in your own skin.
- 4. Relax your shoulders** – When you feel tense it's easily winds up as tension in your shoulders. They might move up and forward a bit. Try to relax. Try to loosen up by shaking the shoulders a bit and move them back slightly.
- 5. Nod when they are talking** – nod once in a while to signal that you are listening. But don't overdo it and peck like Woody Woodpecker
- 6. Don't slouch, sit up straight** – but in a relaxed way, not in a too tense manner
- 7. Lean, but not too much** – If you want to show that you are interested in what someone is saying, lean toward the person talking. If you want to show that you're confident in yourself and relaxed lean back a bit. But don't lean in too much or you might seem needy and desperate for some approval. Or lean back too much or you might seem arrogant and distant
- 8. Smile and laugh** – lighten up, don't take yourself too seriously. Relax a bit, smile and laugh when someone says something funny. People will be a lot more inclined to listen to you if you seem to be a positive person. But don't be the first to laugh at your own jokes, it makes you seem nervous and needy. Smile when you are introduced to someone but don't keep a smile plastered on your face, you'll seem insincere
- 9. Don't touch your face** – it might make you seem nervous and can be distracting for the listeners or the people in the conversation
- 10. Keep you head up** - Don't keep your eyes on the ground, it might make you seem insecure and a bit lost. Keep your head up straight and your eyes towards the horizon.
- 11. Slow down a bit** – this goes for many things. Walking slower not only makes you seem more calm and confident, it will also make you feel less stressed.'

**12. Don't fidget** – try to avoid, phase out or transform fidgety movement and nervous ticks such as shaking your leg or tapping your fingers against the table rapidly. You'll seem nervous and fidgeting can be a distracting when you try to get something across

**13. Use your hands more confidently** – instead of fidgeting with your hands and scratching your face use them to communicate what you are trying to say. Use your hands to describe something or to add weight to a point you are trying to make. But don't use them to much or it might become distracting. And don't let your hands flail around, use them with some control.

**14. Lower your drink** – don't hold your drink in front of your chest. In fact, don't hold anything in front of your heart as it will make you seem guarded and distant. Lower it and hold it beside your leg instead

**16. Don't stand too close** –one of the things we learned from Seinfeld is that everybody gets weirded out by a close-talker. Let people have their personal space, don't invade it.

**18. Keep a good attitude** – last but not least, keep a positive, open and relaxed attitude. How you feel will come through in your body language and can make a major difference

**INDIANISM & ERRORS IN SPEECH**

**COMMON ERRORS**

INDIANISM	CORRECT VERBIAGE
Please repeat that number <i>once again</i>	Please repeat the number.
Including <i>of</i> all taxes	Including all taxes and fees. OR Inclusive of all taxes and fees
I would <i>suggest you to</i>	I would suggest that you
Please reconfirm <i>once again</i>	Please reconfirm.
<i>What all</i> do you want?	What do you want?
Agreed <i>for a two day</i> programme	Agreed to a two day programme
Please <i>switch off</i> the connection	Please turn off
<i>Then</i> we have one more option	We have one more option
May I transfer <i>you</i> to the operator?	May I transfer your call.....
It's difficult to cope <i>up</i> with these issues	To cope with these issues
<i>Small small</i> mistakes	Small mistakes
<i>If in case</i> it happens again	If it happens again
<i>Are you having</i> your ticket?	Do you have a ticket?
That will take very <i>less</i> time	Very little time
Your money will be <i>refunded back to you</i>	Refunded to you.
<i>In the meanwhile,</i> please wait.	Either just Meanwhile, or in the meantime.....
There are <i>lot many</i> ways of doing this	Many ways, a lot of ways, several ways
This comprises of two things.	This comprises two things.
Rohit <i>this side</i>	This is Rohit
Do you have a programme in <i>your mind</i> ?	Do you have a programme in mind?
<i>All throughout</i> this year.....	Throughout this year.....
Where are you <i>speaking</i> from?	Where are you calling from?