

***It's Not What You Say That is Heard ... Is Your Body
Language the Key?***

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The Keys:

- Key #1 Initial Meeting**
- Plan
 - Flash/return flash
 - Eye contact
 - Smile
- Key #2 Spacing**
- Personal space
 - Correct distance
- Key #3 Conflicts**
- Unknown male/female (standing and sitting)
 - Standing vs. sitting
 - Avoid deep armchairs
- Key #4 The Handshake**
- Pressure/length
 - Limp wrist
 - Dominate (counter)
 - Get together
 - Submissive
 - Glove
 - Double touch
 - Shoulder grip
- Key #5 Appearance**
- Glasses
 - Best face forward
- Key #6 Cooperation/Acceptance**
- Head tilt
 - Eye contact
 - Smile
 - Speaking to a group – contact

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- Key #7 Power Plays**
- Control time/space
 - The stare – counter
 - Where you sit
- Key #8 Reading Others**
- Watch for leakage
 - Read my lips
 - Furrowed forehead
 - Buy signs
 - Watch the feet
 - True smile
 - Copying stance/gestures
- Key #9 Common Lying Gestures**
- No single sign
 - The nose knows
 - Gravity defying gestures and happy feet
- Key #10 Watch the Hands**
- Touching objects
 - Palms up/down
- Key #11 What about the Eyes?**
- Audio (side to side)
 - Calculating (down and left)
 - Emotional (down and right)
 - Deception (up and right)
 - Recalling (up and left)
- Key #12 Common Barriers**
- Arm fold
 - One arm fold
 - How to break the barrier

Final Key #13 – Practice!