

Women in Claims – BodyTalk top tips

BodyTalk focus	Top tips
Background	<ul style="list-style-type: none"> ▪ Nodding is genetic – even kittens put their head down in greeting ▪ You learned to say no when you were minutes old! ▪ We share 70% of our BodyTalk with primates ▪ Gestures get more subtle as we get older
The female advantage	<ul style="list-style-type: none"> ▪ When you are talking to him, you are using 14-16 parts of your brain. He is using 4-6 ▪ Women are 87% accurate in picking up and interpreting emotions and expressions. Men only 42% accurate ▪ We recognise 7 verbal tones, he recognises 3 (saying I'm fine in a tone which says you are not is wasting your time!)
First impressions	<ul style="list-style-type: none"> ▪ As homo sapiens we judge others as friend or foe very quickly ▪ You have 45 seconds to make a good impression ▪ People interpret your first impression and link it to likability and capability ▪ Remember the mind-body connection. What you think and feel affects BodyTalk. Your BodyTalk affects what you think and feel. SMILE
Eye contact	<ul style="list-style-type: none"> ▪ Direct with normal look away = confidence ▪ Down = fear ▪ Side swivel = discomfort/lying ▪ Body focused = discomfort creating (strange!)
Walking tall	<ul style="list-style-type: none"> ▪ Pretend you have a string pulling you taller ▪ Use the 90° rule ▪ Crunch those shoulder blades ▪ Keep still ▪ SMILE
The handshake	<ul style="list-style-type: none"> ▪ Too many women put their palms down to passive when greeting men ▪ Keep hand vertical ▪ Keep it firm – weak handshakes are seen as belonging to weak people ▪ Avoid the glove handshake or arm touching
Worry signals to avoid	<ul style="list-style-type: none"> ▪ Hot under the collar ▪ Petting your own arm ▪ Blinking ▪ Hands on hips ▪ Small movements (like prey on the plains!) ▪ Brow furrow ▪ Lip rolling
Power in the boardroom	<ul style="list-style-type: none"> ▪ Sit close to the power person and diagonally if you can ▪ Keep a reasonable distance – about 1m ▪ Get into rapport – same angle, eye contact, similar stance (never copy) ▪ Listen to the tone of voice – move towards it and use their words ▪ Use definite language – e.g. I want, (not 'I don't know what you think but...')
The art of calm	<ul style="list-style-type: none"> ▪ Breathe and tap that toe ▪ Look up to stop emotion ▪ Finger in cheek to stop going red if you're angry
Signals	<ul style="list-style-type: none"> ▪ If they lean forward, smile and point their toe to you – you are doing great ▪ If they do the escape shift, point their foot away and smile with the mouth only – walk away and find someone nicer to BodyTalk with!