

NOTES: “You Say More Than You Think” by Janine Driver

Introduction:

- Dr. Paul Ekman – famous researcher in microexpressions and the 7 universal emotions

Chapter 1: The New Body Language

- The Truth Wizard: J.J. Newberry
- The 7 universal emotions:
 - Anger
 - Contempt
 - Disgust
 - Fear
 - Happiness
 - Sadness
 - Surprise
- A person's gestures must match his words or the brain of the person listening might stumble for a brief moment – the trick is to recognize when this hiccup happens and to then trust your instincts

Chapter 2: Walk in Their Shoes

- Top 10 Rapport Building Guidelines:
 - Ensure a strong introduction – 1st 7 seconds seal the deal – imagine the person is your best friend. Introduce yourself using the pause, punch, pause, punch method of: “Hello, my name is ... Richard ... Stephenson.”
 - Mimic, cautiously – tread lightly and wait a beat or two or do a slightly different move
 - Treat everyone with respect – get in their same frame of mind – don't talk down to anyone
 - When giving a speech – start out at the audience's level of energy and slowly work up to where you want to be.
 - Take your time – make the connection genuine
 - Get them talking – ask open-ended questions and get them talking
 - Be an informant – share something personal about yourself – be up-front an honest about whatever situation they are about to be in (if applicable)
 - Use touch carefully – only touch when you are making a positive point – don't jab and don't touch too often or too long
 - Nod attentively – nod just enough, but not too much – short single nods seem to work the best. Double nods seem to hurry people up. Triple nods (or one very slow one) can confuse and possibly end the conversation
 - Be adaptable – really get in the other person's point of view
 - Keep moving – depending on the situation, keep people moving around and seeing different places with you – the environment changes give them more memories and seem to know you more – as if you were friends longer.
- Flirting rule of thumb – touch someone 5 times within the 1st 15 minutes (sheesh!)

Chapter 3: Master the Belly Button Rule:

- Navel Intelligence – direction of the torso plays a key role in determining a person's level of interest – where the belly-button points is where they probably want to be right now
 - hands behind head and BB pointing up is lack of interest
 - parallel BB's between people means keeping the conversation private
 - BB's angled out means they should be open to others
 - When BB face one way and eyes glance another area – check the other area (they will probably refuse to point BB in that direction, too – a dead giveaway!)
 - Liars tend to point toward the exit when confronted

Chapter 4: Work Your Naughty Bits and Other Lower Extremities

- Naughty bits / lower parts are good indicators of whether or not we are open/closed, accepting/averse to certain people and situations
- We make ourselves appear bigger when we are confident, smaller when we want to disappear
- Figleaf: sense of unease and anxiety – covering the bits → go with hands behind back instead
- Hands in pockets (including thumbs) – hiding body parts is a sign of nervousness – self-touch pacifier to sooth ourselves during situations of high mental stress
- Crossed Ankles: embodiment of an apology – don't want to bother people
- Crossed Ankles / around chair – if you need a prop, then nerves are headed out of whack
- Undercover bits: using book, jacket, hands, etc. to cover the bits – don't do for more than 90 seconds
- Figure 4: appears to show off the bits but also looks closed off.

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- Direction of toes can indicate attention or interest
- Bouncing or moving can indicate nervousness
- Keep your feet on the ground and spread legs 3 or 4 feet apart to flash them bits (men only)
- Consistently hiding your bits will undermine your sense of authority
- Feet *always* point in the direction of interest – pay attention & combine with BB Rule
- One Leg Up Bit Display: ownership if pointed out, privacy if closed in (Capt. Morgan stance)
- Pocket Thumbs: thumbs are clear indicators of your self-confidence level – sticking out your thumbs is a powerful sign of independence
- Hooking Thumbs: not for the faint of heart as they can rock it tough! Two hooking thumbs could be too much for some and seem overconfident – stick with one-handed for most
- Touching or stroking your own knee can signal sexual interest – and knees can act as 2 big arrows pointing in the direction of interest. Holding / covering one knee can display anxiousness/vulnerability
- Feet spread apart for men is usually 6 to 10 inches – open up a bit and gain perceived power!

Chapter 5: Move to the Right Side:

- Knowing which side of a person's body is more comfortable for them, and which side makes them uneasy, can make for really effective body language
- Always start by putting a person on YOUR good side for 30sec to 2min to determine is compatible
- Then put the person on your negative side and see how THEY change
- Observe how a person acts around others to figure out their side
- Good Side Cues:
 - Normal tone of voice
 - No additional 'umms, errs, you knows' or other fillers
 - Three power zones are open (throat, belly button, and naughty bits)

Chapter 6: Tune Up Your Power Gestures:

- Biting and picking at your nails is ALWAYS WEAK
- We shrink into nervousness when we're with someone we feel is more powerful
- We expand with power gestures when we feel more confident
- Weakest Moves: Self-Touch Gestures: (nervous, not confident, bored)
 - Rubbing fingers or hands together
 - Fidgeting
 - Picking at nails
 - Rubbing arms
 - Touching legs
 - Putting hands in pockets
 - Stick thumb inside of closed fist
 - Rubbing neck / fidgeting with necklace (throat is power area!)
 - Whenever you notice this stuff happening – STOP IT
- Still Weak: Shoulder Shrug: (uncertainty and resignation)
- Stronger (in a Bad Way): One-Handed Broadside: (sarcastic sass, deflection and defiance)
- Power Gesture: 2-Handed Broadside: (ready to move forward and confidence)
- Power Gesture: Full Frontal: Neck Dimple, Belly-Button, Naughty Bits all open = WIN!
- Power Gesture: Power Steeple (knowledge and power)
 - Fingertip to fingertip
 - Says you have everything figured out
 - Best time to steeple is to lend power to your speech during a critical point
- Power Gesture: A-OK 2-Finger Steeple (agreement, confirmation)
 - Best used when making a very important point
- Power Gesture: Basketball Steeple: (hopeful, likeable, dedicated, firm in convictions)
 - Looks like you are holding a basketball / palms pointed toward each other
 - Can be used in all situations and is the most powerful steeple
- Power Gesture: Aggressive Handgun Steeple (point out something, exclamation point, shoot ideas)
 - This powerful tool can seem overbearing or too controlling – be careful
 - Use this to show you mean business, but never in an established team environment
 - No-verbal equivalent of saying "screw you!"
- Power Gesture: Palm-Down (negating and nullifying others)
 - Can be done during a handshake or just in talking – palm down means PAY ATTENTION
 - They offer their hand with the palm down for a shake – showing control over the situation
 - You can counteract this move with your other hand on top – the Hand Hug

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- Use the palm up to convey friendliness, openness, and understanding, can be ‘begging-ish’
- In-Your-Face Gesture: Middle Finger Displays: (disagreement, dislike, resentment, discomfort)
 - This is always intentional – it’s your job to find out the meaning
- Probing Point = the moment of change
- Accuracy is all about the moment of change – application is about making that moment work for you
- When you choose to touch someone while making a point – touch them solidly with passion and love and then throw them away. Should be >=3 seconds and NOT hitting.
- Guiding touches – send signals you know where you are going and can help lead – clear direction – upper back in the center near and between shoulder blades
- When talking / doing speech – do the 3 SECOND PAUSE to let the point sink in. Just say internally, “Three Second Pause” and that should be about enough time. Trust in the unconscious after you’ve got the hang of it.
- Flashing your wrists and showing palms to people can show interest and can be a flirting tool

Chapter 7: Put Your Best Face Forward

- Spotting Emotional Cues:
 - Anger:
 - Lips narrow, red part rolled in tight
 - Lower and upper eyelids pulled up
 - Eyebrows pulled down
 - May flash teeth
 - Contempt:
 - Lip corner pulled in and back on 1 side of the face
 - This is the only emotion that sticks to 1 side of the face
 - Disgust:
 - Upper lip pulled up
 - Nose wrinkled
 - Brows pulled down
 - Often seen with just the upper lip pulled up
 - Fear:
 - Mouth corners stretched back
 - Eyelids open wide (can literally see whites of their eyes)
 - Eyebrows up and together
 - Happiness:
 - Both lip corners pulled up and toward the ears (vs. toward back of jaw)
 - Crow’s-feet around the eyes
 - Narrowed eye openings
 - Sadness:
 - Lip corners down and mouth hangs open
 - Eyelids heavy
 - Inner corner eyebrows turned up
 - When faking, turning inner eyebrow corners up is toughest
 - Surprise:
 - Mouth hangs open
 - Eyebrows up and eyelids wide open
 - The quickest response – in <3 seconds it will turn to another emotional response
- Fake smiles tend to be <2/3 of a second or >4 seconds – on average
- If you think you are about to be confronted by verbal or physical attack, then:
 - Decrease eye contact
 - Make body small by covering midsection, throat, or naughty bits
 - Stop talking
 - Begin to slowly move toward an exit
 - Don’t ask angry people why they’re mad
 - Don’t rationalize with angry people why they shouldn’t be mad
 - If you have to, “I don’t plan on causing you and harm. I’m leaving. You are safe.” And maybe even “you’re right, I’m sorry” (without sarcasm)
- There seems to be nothing you can do to fix ‘contempt’ – it is a conversation ender.
- Facial Fondling moves:
 - Face resting on hand vs. hand resting on face: face on hand shows boredom, hand on face shows interest and contemplation
 - Scratching nose: could happen when we deceive others (especially by lying) and also could be having erectile tissue thoughts (as there is some in the nose). Pheromone receptors in inner nose and apparently they go wild.
 - Hand over mouth: sign of disagreement (as if sealing lips shut) or internal dialog

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- Grasping or Stroking Chin (chin grab): sign of thinking and consideration
- Blank Face: tells one thing “DO NOT DISTURB” – might appear angry, unfriendly, too mysterious
- Tactical Breathing:
 - 1: Breath in nose for 4 count, filling lower belly
 - 2: Hold breath for 4 count
 - 3: Exhale through whistle like lips for 4 count
 - 4: Hold breath for a count of 4 and repeat
 - 5: Repeat for 4 sets

Chapter 8: The QWQ Formula and Other Advanced Techniques:

- QWQ Formula: Question, Wait, Question
 - Powerful, directed question, wait and look for a Probing Point, then come in with the All-Powerful question – each situation will have its own specifics, but this is the form; ex)
 - Assign Positive Trait: “You are *trustworthy* person, right?” (use quality term you want to assign); WAIT (they will say ‘yes’); “I know you are. And if you said you were going to do something, you’d do it, right?”; WAIT (they say ‘yes’); (compare yourself to them) “I know you’re the kind of person that keeps their word.” Then add, “I’m like that, too. If I say I’m going to do it, I’m going to do it.”
 - Flirting: Norm BodyLang(BL) = 60% eye contact, PWR Question: “So, are you married?”; Probing Point: more or less eye contact; All-PQ: “Maybe I’m wrong, NAME, but you seem a little nervous.”
 - Job Interview: Norm: Relaxed and open; “What would you last boss say about your weaknesses?”; PP: crossed arms/legs, creating barrier; APQ: “It sounds like you are uncomfortable talking about...”
 - Detecting Deception: (non-accusatory) “Is there any reason why...?”; WAIT; “Really?”; WAIT (whoever speaks here LOSES!); “NAME, is there something you want to get off your chest?”
 - Info Gathering and (low-key) Negotiations: “Maybe I’m wrong here, but it seems to me that...”; WAIT; “NAME, what’s really going on?”; WAIT (consider tilting your head and saying NOTHING during the wait period until they give up some info); “Tell me more about that, NAME”
 - Formula:
 - 1: Q: Ask a powerful question to find a Probing Point
 - 2: W: short for W.A.I.T. (Why Am I Talking?!) – wait and listen until the other person has said everything that they want to say
 - 3: Q: Ask another powerful question or the ALL-Powerful Question
- Stick to the ‘how’ questions as the ‘why’ questions make people defensive

Chapter 9: All Together, Now: A New Attitude:

- LET GO OF YOUR NEED TO BE RIGHT
- Treat others with respect
- The root of people’s problem probably have actually very little to do with you
- Look to help others
- Don’t wait for happiness – start right now to be happy – don’t wait.