

COS02: Silent Speech – Understanding Body Language

Having completed this course, the learner will be able to identify feelings and attitudes by interpreting key bodily postures, gestures and how people use proxemics.

Course COS01, 'A Background to Body Language', provided the learner with a basic understanding of both what we mean by 'body language', and at its key components. This course looks in detail and the postures, gestures and proxemics that, when interpreted correctly, provide an invaluable insight into how someone is feeling, regardless of what they may be saying at the time.

This ability to interpret body language will enable the learner to flex their approach to situations according to how the other person is feeling. They will also be prepared for a reaction that might otherwise take them by surprise, and will be able to gauge how well an interaction is going. By controlling their own body language they will be able to, where necessary, avoid revealing their own feelings and attitudes.

A staff member, or manager, who is able to read, and use, the 'silent speech' of body language is likely to be seen as empathetic and a good communicator by peers, staff and his or her manager. Equally, he or she will be perceived as someone who 'sees beyond the words', as well as one who is able to uncover unspoken dishonesty or deceit.

Course Content

- Posture, gestures & proxemics
- The benefits of interpreting feelings & attitudes
- Open & closed attitudes
- Agreement and conflict
- Honesty and dishonesty
- Interest and boredom
- Confidence or insecurity

Course Duration

- 40 minutes

Available in:

- Audio
- Non-audio

Delivered via:


- Internet

If you require any further information please contact NYES:

T: 01609 533222

E: nyes@northyorks.gov.uk

www.nyeducationsservices.co.uk

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