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| How close should you stand?* Public distance zone – 3.7-7.6m, used for public speaking
* Social distance zone – 1.2-3.7m, for interaction amongst acquaintances
* Personal distance zone – 46cm to 1.2m, for interactions amongst good friends or family
* Intimate distance zone – 0 to 46cm, for embracing, touching or whispering

The Held Gaze* Your attention is determined by whom or what you are looking at.
* If you look at someone for 2-3 seconds, this indicates that the other person has grabbed your interest and you have given them permission to look back at you.
* To build rapport you need to meet the other person’s gaze for 60-70% of the time.
* Your pupils contract when you are angry.
* If a person holds your gaze for more than two thirds of the time and their pupils are constricted this would indicate disfavour with you.
* People who are in power or in charge use eye movements that are slow and smooth.

Spotting a fake smile* Usually the eyes remain unresponsive.
* The timing of the smile is off – it is put on hastily, it lingers for too long, and it fades too quickly.
* A real smile is symmetrical with both sides of the mouth raised. A fake smile is asymmetrical with one of the corners of the mouth turned down.
 | Touch* The next time you shake hands with someone you have been introduced to, lightly touch him or her on the hand or elbow with your left hand as you repeat his or her name.
* The longer the touch, the more intense the message.
* Your gender determines, to a large extent, what your touch means.
* Inappropriate touching can be perceived as rude, threatening or intrusive.
* The person who initiates the touch holds the authority.
* If you’re giving information to another person, you may touch him or her on the hand, arm or shoulder to deepen your connection and reinforce your message.
* If someone pats you on the back when you are hugging them, it is a sign that enough is enough, and you should let go.

Deceptive Speech PatternsIf someone is trying to deceive you, they may:* Say less
* Speak more slowly
* Make more speech errors
* Pause for longer before answering a question
* Quick to fill awkward silences
* The tone of their voice may be higher
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| Understanding Observations* Eye movement:
	+ Eyes that turn downwards indicate authority and caring
	+ A returned gaze means they are taking interest in you
* Head movement:
	+ Slow nods show the person is following the speaker
	+ A shake of the head means the person is not buying the message
	+ A tilted head means the person is thinking
* Hand and arm gestures:
	+ Tapping fingers and bitten nails means nervousness
	+ A hand to the mouth means they are holding something back
	+ Arms crossed means the person is not welcoming
* Posture:
	+ Upright stance with legs parallel is a position of strength and power
	+ Slumped shoulders and downcast gaze indicate despondency
* Proximity and orientation:
	+ If someone is feeling helpful and cooperative, they will sit close to you
	+ Someone with their back to you wants no engagement
	+ Those with high status remain seated while others stand
* People who touch generally are:
	+ Making a request
	+ Giving a command
	+ Persuading others
	+ Conveying enthusiasm
	+ Listening to another’s troubles
	+ In a dominant role
 | Common gestures associated with lying* Mouth cover:
	+ In a subconscious effort to suppress deceitful words
	+ Can seek to disguise this with a fake cough
	+ It can be as subtle as one finger placed on the lips
* The nose touch:
	+ Can be several quick rubs below the nose or one quick almost imperceptible touch
	+ Women use smaller strokes than men
* Itchy nose:
	+ An isolated gesture that is incongruent or out of context
* The eye rub:
	+ To avoid looking at the face of the person being lied to
	+ Men use vigorous rubbing if the lie is big
	+ Women more likely to rub below the eye
	+ Women may also avoid the gaze of someone by looking away
* The ear grab:
	+ A gesture to block the words someone is hearing
	+ Hand can be put over or around the ear
	+ It can also be a sign of anxiety
* The neck scratch:
	+ Scratch the side of the neck below the earlobe
	+ A sign of doubt or uncertainty
	+ Noticeable when verbal language contradicts the gesture
* A collar pull:
	+ Represents uncertainty
	+ Can also indicate anger or frustration
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