



INNARCHIVE.COM - BACK TO BASICS

COMMUNICATION



Communication – *“People Business 3”*

Agenda



- ✿ Etiquette fundamentals
- ✿ Our unique identity
- ✿ Non-verbal communication
- ✿ Positive language
- ✿ 2.5 - 3 hours
- ✿ Information, examples, exercise

Objectives

By the end of this session you will be able to:

- ✿ Define **etiquette**
- ✿ Explain the importance of **non-verbal communication**
- ✿ List 5 aspects of **body language**
- ✿ Show how to make **eye contact**
- ✿ Show how to **shake hands**
- ✿ Identify the meaning of 6 **body signals** and “**clusters**”
- ✿ Replace **negative phrases** with **positive messages**



Our Unique Identity



Hotel Adlon
Kempinski

BERLIN



Emirates Palace

ABU DHABI



Our Unique Identity



- ✿ Only European originated luxury Hotel Company

- ✿ Our Hotel is a *Signature* not just a brand :

- ✿ Remarkably Warm

- ✿ Surprisingly Daring

- ✿ Create a Remarkable Journey

- ✿ Savoir Vivre

Brand Promise
Remarkable
EUROPEAN *Flair*

Culture



Beauty



Gourmet



YOUR Unique Identity



- * People **Oriented**
- * **Straightforward**
- * Entrepreneurial **Performance**
- * Creating **Traditions**
- * Passion for European **Luxury**

Did You Know?



- * **93 %** of communication **is non-verbal!**
- * **7 %** is communicated **through words** (verbal communication)
- * **38 %** is expressed **through tone of voice**
- * **55 %** of the communication **consists of body language**

Body Language Skills

How to identify signals used to express **feelings**, **thoughts** & **emotions**



- * Facial expression
- * Body posture, position, movement, angles
- * Distance Zones
- * Gestures, Sign Language/Sign-talking
- * Sender/Receiver (Mirroring)
- * Touch
- * Kinesics & NLP (Neuro-linguistic Programming)

Neuro-Linguistic Programming



People generally look

up and to your right (as you look at them) when thinking about a remembered image

(Aunt Martha),

up and left when constructing an image

(Aunt Martha sitting on top of a flagpole),

directly right for a remembered sound

(Aunt Martha's gravelly voice),

directly left for a constructed sound

(Aunt Martha saying she's included you in her will),

down and to your right when having an internal dialog with themselves

("Boy, I hate Aunt Martha")

and *down and left* when experiencing feelings

(experiencing how you really feel about Aunt Martha).

Stretch & Coffee Break

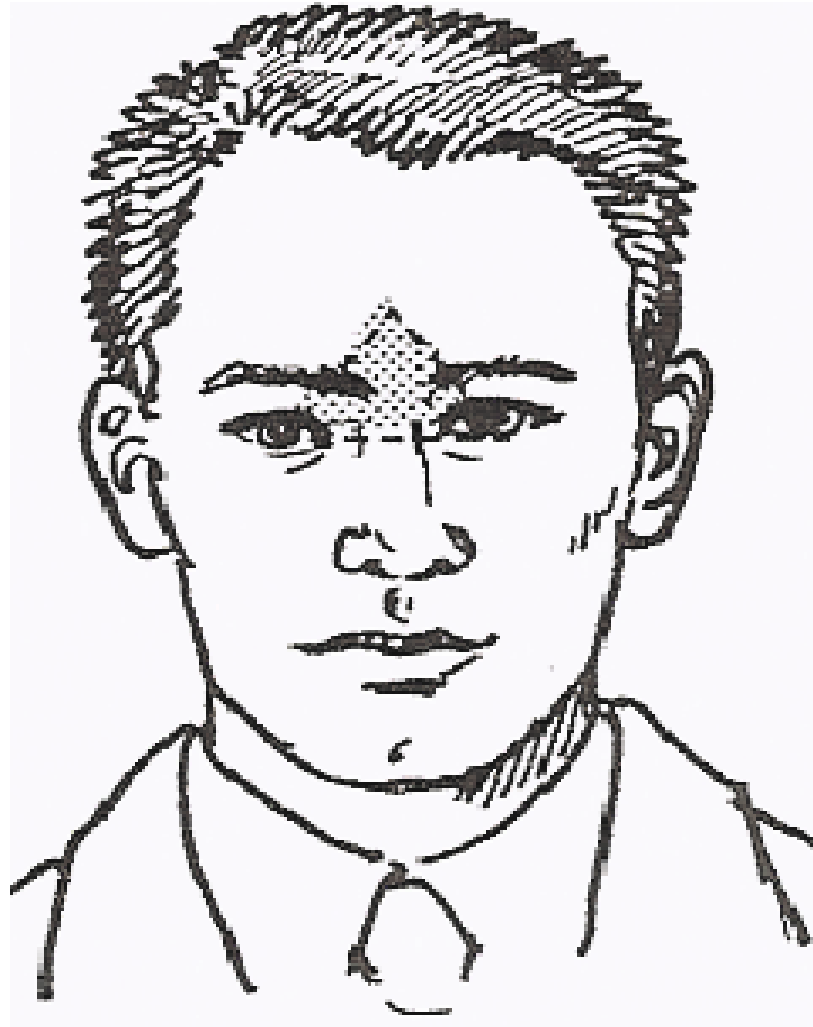


Body Language – ...let's have a closer look @



- * Making eye-contact
- * Reading eye signals & anticipate
- * Smile
- * Walk straight & stand upright
- * Decoding body language/handshakes
- * Show interest & respect
- * Projecting poise & confidence
- * Closed or open body posture
- * Interaction

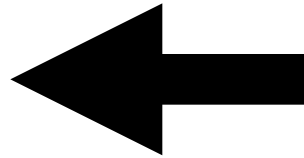
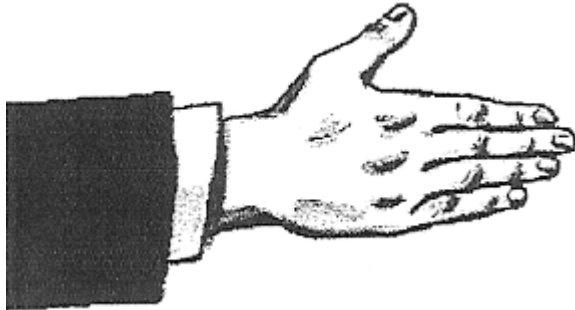
Eye Contact



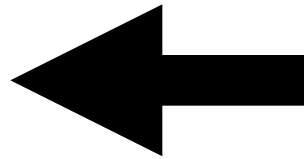
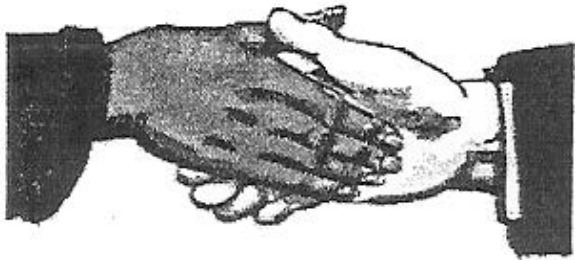
Posture



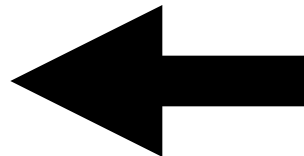
The Handshake



**Connect for a
correct handshake**

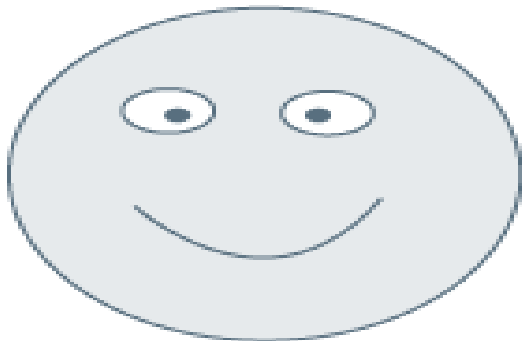


**Connecting for a
correct handshake**



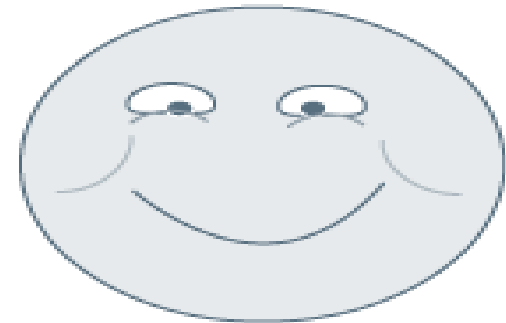
A correct handshake

Smile 😊



Forced or "polite" smile.
Only muscles directly around
the mouth are involved.

- ✿ Smile
- ✿ Face Expression
- ✿ 80 muscles



Natural Smile.

Many facial muscle groups move involuntarily. The forehead muscles will "push down"; cheeks and jaw move, and the nose may wrinkle.

The easiest way to spot a real smile is to look at the eyes. In natural smile the eyes become "squished" and may cause "crows feet". Only a small % of people can voluntarily move these eye muscles to "fake" a "real" smile :)

Zone Distance

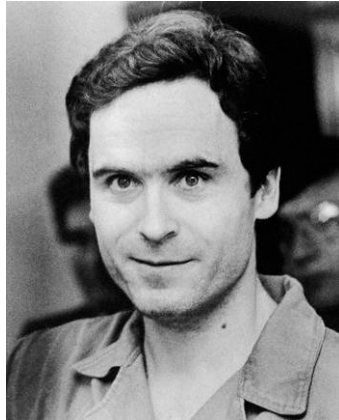
Intimate Zone	15cm-46cm
Personal Zone	46cm-1.2m
Social Zone	1.2m-3.6m
Public Zone	over 3.6m

Signals: Smiles



The tight lipped smile

Withholding an attitude/opinion, secret



The twisted smile

sarcasm



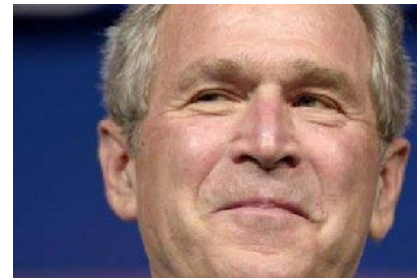
The sideways looking up smile

Juvenile, playful, secretive



The drop jaw smile

Feign enjoyment



The George W Bush Grin

What are you up to?

Signals: Arms



Crossed arms on chest

Barrier towards so/sth. Not liked, negative, uncertain, insecure



Fists clenched arms crossed

Aggressive, attacking attitude



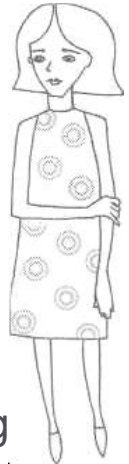
Double arm grip

Negative, restrained attitude, reinforce themselves, avoid exposure of front



Thumbs-up

Defensive/protective, but cool and in control



Hugging yourself

Fearful, comforting



being closed



being open



being authoritative



Broken Zipper Position

Feel insecure, want to protect "crown jewels"

Cuff Link Adjust

Insecure, nervous, self-conscious



Signals: Hands



Money expectancy

Showing positive expectancy



Frustrated, even when smiling; holding back a negative or anxious attitude; difficulty to deal with: high, medium, low



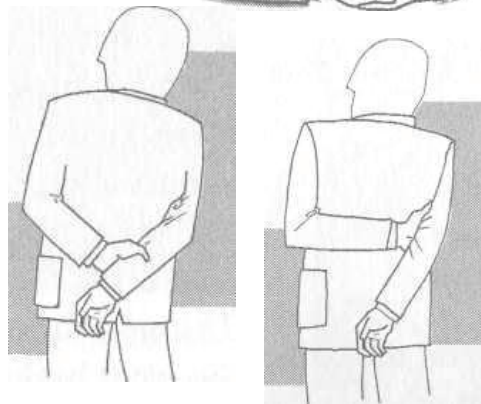
Confident, self-assured



No desire to communicate



Superiority, confidence, power



Frustration, attempt to self-control



Confident, self-assured



smug, arrogant, insecure

Signals: Thumbs



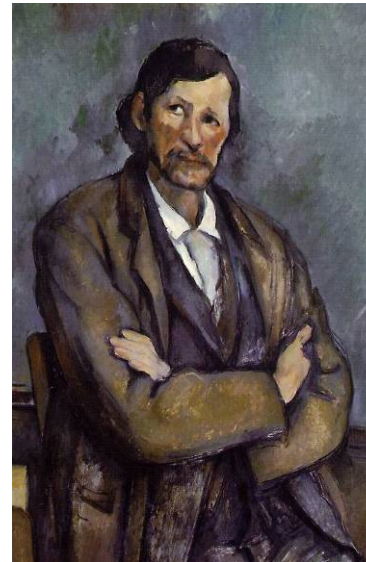
The Waistcoat Thruster

Display dominance, assertiveness, sometimes aggressive attitudes, show superiority



Thumbs Protruding from pockets

Show superior position, in control attitude



Arms folded with Thumbs Pointing Upwards

Defensive, negative, superior



Thumb Pointer

ridicule, disrespect

Signals: Legs



The attention stance

Neutral with no commitment to stay or go

The Crotch Display

Highlight masculinity, showing the way

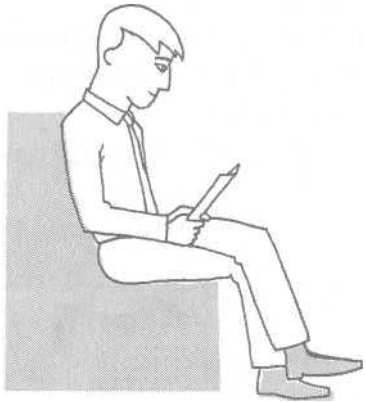
The Foot-Forward

Pointing at where the mind wants to go

The Standing Leg Cross

Closed, submissive or defensive

Signals: Sitting 1



The EU/British Leg Cross

normal



The arms-legs cross

Emotionally withdrawn from the conversation, not open to communicating on any level



The American Figure Four

Ready to argue the point



The Leg Clamp

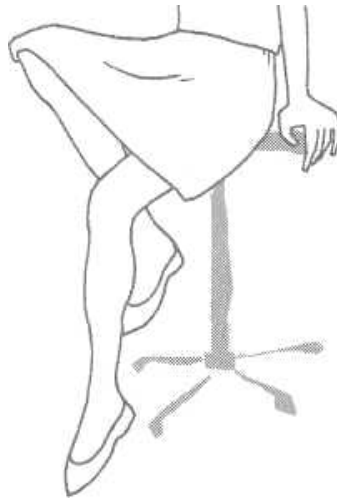
Tough-minded, stubborn, rejects any other opinion

Signals: Sitting 2



The Ankle Lock

Mentally “biting the lip”, holding back a negative emotion, uncertainty or fear, withdrawn feet=withdrawn attitude



The Leg Twine

Shy and timid, insecure attitude



Parallel Legs

Healthy, youthful look, draw attention

Lying Gestures



Body language in the workplace



What's Going On?



Positive Language

Scientific research has proven that statements using positive language are better understood than statements using negative language (and 1/3 more quickly, too!).

These statements catalyze precisely the action you wish to be taken and are simply more fun to listen to!

So far (negative):

- Yeah
- What??
- Hey
- I am not sure
- Huuuhhhh?
- Ms. XYZ is not there
- I didn't understand you
- I am sorry, there is nothing I can do
- Mr. XYZ is in a meeting
- No problem
- The problem is

From now on (positive):

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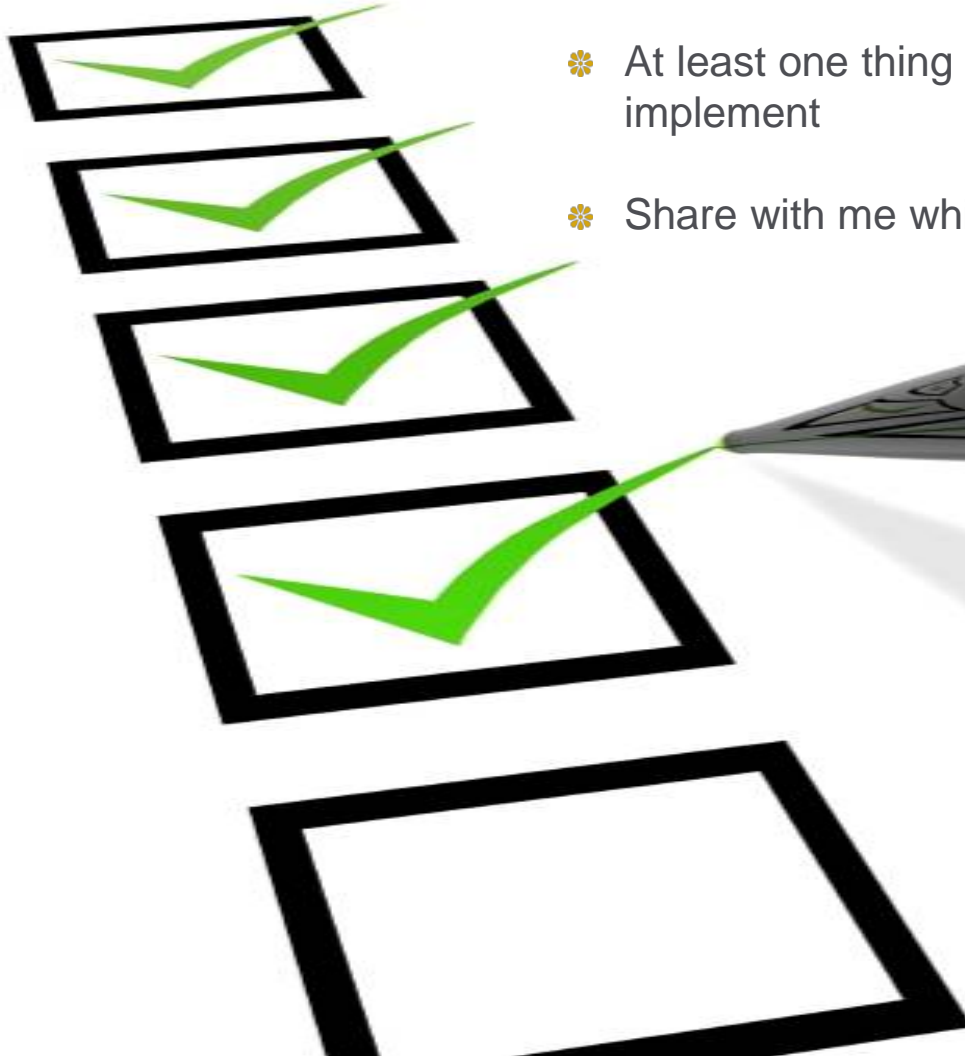
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Action Plan – write down...



- ✿ At least one thing you have learned today and will implement
- ✿ Share with me which impact it has on your communication

Practice it every day for 21 days

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thank  You