

*The Power to Inspire*  
*The Non-verbals of*  
*Dramatic Presentations*

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## Non-verbal Intelligence

Intelligence is the ability to recognize, label, predict and respond to patterns.

### Artificial Patterns—Interstate East/West



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### Artificial Patterns—Interstate North/South



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### Two Digit vs. Three Digit

(75)      (275)

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### Natural Patterns as a Speaker and a Listener

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# Six Wrong Ways to Make a Right First Impression— As a Speaker

Whether we are speaking to an individual or a group of 1000 people, our hand gestures can help us make a good first impression or they can be a distraction—and even a turnoff—for our listeners. We can avoid the six gesture habits that detract from our presentations by learning a strategy called “The Frozen Hand Gesture.”

First, here is what not to do:

## Least Recommended:

1. ***Incessant Talker*** – the speaker never gestures. He talks fast and gulps air when inhaling. The group doesn’t see the speaker as confident or competent.
2. ***Hyperactive Talker*** – the speaker never stops gesturing or talking. The group becomes impulsive and unsafe.
3. ***Medicated Talker*** – the speaker never gestures. He pauses a very long time between thoughts. The group is bored and falls asleep.
4. ***“Thigh-workout” Talker*** – the speaker does gesture when talking, but he doesn’t have time to go to the gym so during each pause he drops his hands down to his thighs. The group sees the presentation as disjointed.
5. ***Belly Button Insecurity Talker*** – the speaker gestures well when talking, but during the pause, his hands return to his waist as if he is checking that his belly button didn’t vanish during the time he was talking. During each pause, the group thinks he is finished, so people are jolted when he starts talking again.
6. ***Milking Talker*** – the speaker skillfully gestures when talking and during each pause, he wisely doesn’t bring his hands back to his torso. However, he curls his fingers during the pause. The group wonders if he is from a dairy farm.

## Recommended: “The Frozen Hand Gesture”

Talk	Pause	Talk	Pause	Talk
with gestures	freeze gestures	with gestures	freeze gestures	with gestures

Within seconds of the beginning of a presentation, listeners form an impression of the speaker. Listeners like to be around speakers who have the *intelligence* to hold their attention. So instead of demonstrating the six wrong ways to make a first impression, we use a reliable technique called a *Frozen Hand Gesture*. One part of the technique—the pause—creates the impression that we are intelligent and worth listening to. And unlike the spoken word, this non-verbal skill is effective cross-culturally. Here’s why the pause is so important. When we talk, listeners notice our culture; this includes the talking speed, volume, intonation, accent, facial expressions, and gestures. In contrast, when we pause they are impressed by our unspoken intelligence. Our comfort with the pause is a subliminal way to convey confidence and competency.

By meticulously following the above “Frozen Hand Gesture” chart, we avoid the “six wrong ways.” Instead, we easily hold the attention of our listeners. We talk with gestures and then, most importantly, we pause with a frozen hand gesture.

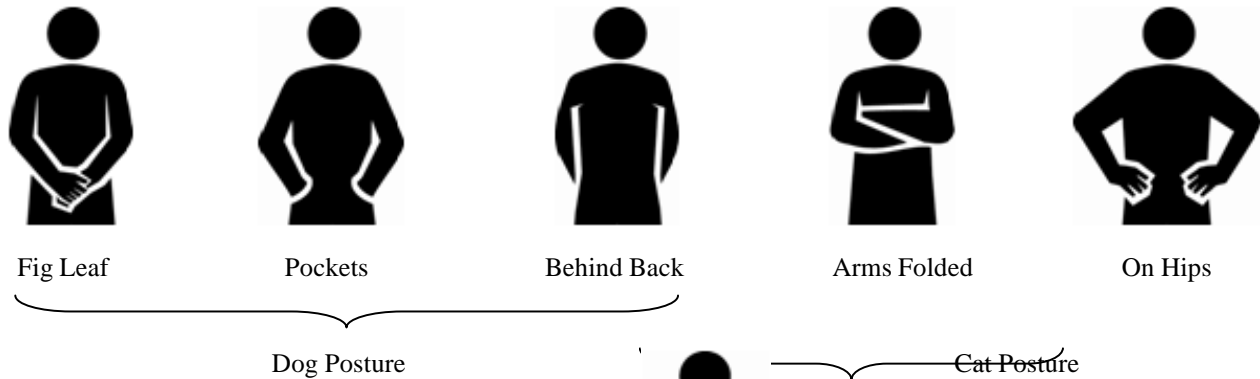
In summary, we make a good first impression by talking with our hands, pausing with the gesture *totally frozen*, and not moving a muscle until we begin talking again.

## Five Wrong Ways to Make a Right First Impression— As a Listener

As mentioned above, when we are speaking, we display our intelligence by talking with interesting gestures and freezing the gesture during the pause. We convey cross-cultural intelligence by our comfort during the pause.

We can also display this same intelligence when we are not talking by how we position our forearms. And, as a bonus, this position doesn't just convey that we are intelligent; it communicates that the other person is also intelligent.

Because our brains learn quickly when we are presented with contrasts, we take a quick look at the five least recommended ways to hold our forearms. One way of remembering the wrong ways is to relate them to household pets. We operate from our *dog* when we want people to like us as a *person*. We operate from our *cat* when we want people to fear us as a *position of authority*. So again, we first consider what not to do.



To communicate that we are intelligent, comfortable, and confident, we hold our forearms in one of three positions.



One helpful hint is to hold a pen or book in your hand. For some reason we posture our forearms appropriately when we hold an object.



## How to Inspire

We inspire by being congruent. Congruency has the following ingredients:

- Eye contact
- No blinking
- Short phrases or sentences
- Pause often and longer than normal
- Hand gesture frozen during the pause (hand only moves when speaker talks again)
- Breathe abdominally during pauses
- Body is still, especially the head; the hand gesture moves when talking

## 2-Point vs. 3-Point Communication

### Points of Focus

There are directions for staging in theatre. The locations are given names (e.g., front right) so that the referencing can be made. So, too, in communication there are nomenclatures for locations of where the practitioner is looking.

#### Two-point Communication

When a presenter is communicating, those participants who are listening will most likely look where the presenter is looking. When the communication involves eye contact, the participant is looking at the presenter because the presenter is looking at the participant. Eye contact is referred to as *two-point* communication because there are two parties involved in the communication: the presenter and the participant. Two-point communication is interpersonal in that the relationship between the parties is accessed. Two-point communication increases the emotions inside the parties who are looking at each other. This is true whether the emotions are positive or negative and whether the presenter is doing management or teaching.

#### Three-point Communication


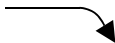


Since the participant follows the presenter's eyes, once the presenter has the participant's attention, the participant will look where the presenter directs her eyes. If the presenter looks at the board, the participant will follow her lead and look at the board also. Since the two parties, namely the presenter and the participant, are looking at a third point, the communication is referred to as a *three-point* communication. Three-point communication is not as personal as two-point communication. Three-point communication is less emotional than two-point communication because the focus is on the issue level of the communication instead of the relationship level.

As communicators, we have been overtrained in eye contact (two points). The axioms of when to make eye contact are:

*If the interaction is positive, it is OK to make eye contact.  
If the interaction is negative, it is better to employ a third point.*

## Voice Patterns: Credible vs. Approachable

The three phases of a conversation are: speaking, listening and pausing. At a first glance it may sound unusual, but the voice patterns of credibility and approachability manifest themselves not only when someone is speaking but also as the speaker listens and pauses.

	<b>Credibility</b>	<b>Approachability</b>
<p><b>Speaking</b> head voice intonations style</p>	<p>still  flat  curls down soliloquy</p>	<p>bobs  rhythmic  curls up includes others</p>
<p><b>Listening</b> sits head silence/sounds if talks</p>	<p>straight still is silent interrupts questions</p>	<p>leans forward bobs makes encouraging sounds says name and asks</p>
<p><b>Pausing</b></p>	<p>Has an easier time remaining silent. Occasionally needs to breathe deeper for listener's perception that speaker is OK.</p>	<p>Has a hard time remaining silent. Tends to have no pause because of fear of losing listener's attentiveness.</p>

## Pause and Look Intelligent

The patterns of pausing and looking intelligent are closely connected. Why is this so? Simply stated, to be seen as intelligent in the Western European cultures, the communicator must have the ability to pause.

There are three variables of group dynamics, each of which affects the length of the pause and the degree of amplification of non-verbal behaviors such as the Frozen Hand Gesture. Knowing how long to pause and how obvious to make the gestures is a key to being perceived as intelligent by a group.

	<b>Pause Longer When</b>	<b>Pause Shorter When</b>
<b>Size of group</b>	larger	smaller
<b>Length of time together</b>	shorter	longer
<b>Familiarity of participants with one another</b>	lower degree	higher degree