



Actions Speak Louder than Words

NIRI Los Angeles hosted a luncheon event on April 5th with the self-proclaimed “Body Language Lady” – Jan Hargrave – to learn how to use visual cues to gauge sincerity and confidence during meetings and negotiations. As an author of five books on the topic of nonverbal communication, a contributor and popular guest of *The New York Post*, *Golf Magazine* and *Fox News*, a jury selection advisor, as well as a distinguished lecturer, attendees were afforded applicable and fascinating advice on the topic from Jan Hargrave.

Most of us are aware of the 7%-38%-55% rule for the relative impact of words, tone of voice, and body language when speaking. With words accounting for just 7%, tone of voice and body language are extremely critical. Jan kicked off our introduction to body language by asking everyone in the room to raise their right hand as if we were taking an oath. Just the positioning of our hands and fingers during that exercise communicated quite a bit to Jan, including both apprehension and honesty tendencies.

Jan continued with the premise that the body doesn't tell a lie, rather words do. Some tips to spot a lie through body language include:

- Avoiding eye contact;
- Excessive blinking;
- Eyes remaining closed for too long;
- Higher voice inflection; and
- Left hand gestures, particularly touching the face with the left hand (e.g., nose, left ear)

Next was a lesson in handshake analysis during which NIRI LA member Fred Clayton from Berkhemer Clayton graciously agreed to Jan's role-play. An equal handshake in which both hands appear completely vertical is best, but some other subtleties include:

- A web-to-web handshake indicates authentic connection and should be punctuated by exactly three pumps, no more and no less according to Jan.
- “Anchoring” in which a person uses their left hand to touch the other person's forearm communicates “I am fully present.”
- A person who directs his/her hand over the other person's hand wants to control the situation. In this scenario, the counterparty should turn the handshake back to the equal, vertical position to send the message that he/she will have an equal opportunity.
- A handshake with the pointer finger out also indicates a desire for control.

Throughout her presentation, Jan shared many interesting anecdotes of her analysis of public figures, including Bill Clinton, George Bush, Hillary Clinton, Donald Trump, Tiger Woods, and Robert Durst, to illustrate some salient points of nonverbal communication:

- The strength of the “steeple” gesture in communicating confidence.
- Arms crossed as a symbol of defensiveness unless hands/fingers are visible (even just one hand). You can hand the person something as a tactic to break their arm cross to open them up to a conversation.
- Speaking with your hands down indicates control while speaking with your hands up communicates a more submissive stance.
- Male gestures tend to go outward while female gestures tend to come inward.

To end the session on a lighter note, Jan shared some tips from her book, *Freeway of Love*, regarding how men and women interact in courtship scenarios. A big thank you to one of our sponsors, Jeff Seadschlag from Wells Fargo, who was picked from the audience to role play top courtship gestures with Jan:

- Men – (1) arranging their socks, (2) squeezing a can, and (3) preening (e.g., fixing hair, adjusting tie, adjusting cuffs, etc.)
- Women – (1) crossing leg toward the most handsome man, (2) slow kick of the top leg in a leg cross, (3) dangling shoe off of her foot, and (4) fixing her hair.

It certainly was one of the most entertaining NIRI LA events. A big thank you to Fred and Jeff for being such great sports and to all of our members that were able to attend. You can find additional information about Jan, her books, as well as her Body Language Quiz, at www.janhargrave.com.

Next NIRI LA Event

Don't miss our next event at Fleming's Prime Steakhouse in downtown Los Angeles. Please join our Buy-side/Sell-side luncheon panel on May 24 for a discussion on how to effectively engage and compete for capital. Check www.nirila.org for more details and our full schedule of program events.