

# MASTER THE SCIENCE OF READING THE MIND THROUGH BODY LANGUAGE

**DATE:** 3-4 July / 21-22 November 2024  
6-7 March 2025

**FEE:** RM1,350

**DURATION:** 2 Days

**HRD CORP SCHEME:**  
HRD Corp Claimable Courses

## OVERVIEW

This breakthrough body language training course is highly recommended if you are a manager or leader who communicates regularly face to face with customers/clients, direct reports, peers and/or managers. It is critical to understand how people interpret messages through non-verbal cues. Verbal communication (talking) is responsible for as much as only 7% of our communication. The majority of the message is communicated and transmitted through body language (also known as non-verbal communication). Consider your reaction about how you might interpret a message from a client/prospect/manager whom you met and they asked your opinion on what would be the best solution for the job if they were:

- Constantly rubbing their chin
- Had their head tilted at a slight angle
- Constantly interrupting you and finishing your sentences
- Nodding occasionally
- Flailing their hands
- Looking away from you and not making eye contact
- Pointing at you
- Looking flushed and bothered
- Checking their messages on their mobile phone

Are you ready to Master the Science of Reading the Mind through Body Language? If you hear any of these questions, then it's probably prime time to learn more about body language:

How do I read other people's body language?

How do I spot buying signals from customers?

What does my body language portray?

How to read eye movements accurately and understand thought processes?

How do I make a Great First Impression?

How does your body language unconsciously influence others?

How to build rapport with your body language?

## LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Evaluate body language
- Identify micro expressions and signs of distress
- Evaluate gestures and context
- Be alert for signs of contradiction
- Recognise how the brain uses heuristics to form judgments quickly
- Have a deep understanding of eye movement
- Contrast different communication styles
- Practice mirroring techniques
- Analyse the cues the professionals use to uncover deceit and untruths
- Demonstrate congruency in your communication style
- Analysing real life body tapes
- Pinpoint behaviours that distort the intended message
- Portray a positive message
- Present effectively with your body language



## METHODOLOGY

- In this fun-filled highly experiential training, the training facilitator adopts a coaching and facilitative approach. It is very important to engage the participants in reviewing their own outcomes.
- The fun-filled activities are designed to illustrate key issues that the participants are facing in communication and understanding the body language of others with precision by using NLP tools to create illustrations, demonstrations and activities such as role plays, Mind exercises, group discussion.
- New skills will be learnt via mind programming methods using practical NLP.

## WHO SHOULD ATTEND

- Mid/Senior Manager
- First Level Manager

## FACILITATOR PROGRAM

### Daniel Wong

With more than 28 years experience in the corporate world, out of which 16 years has been spent on coaching and training: teaching Management & Leadership skills, Team Building and Communication Skills - training Companies and individuals on Sales & Marketing, Course Consulting, Neuro-Linguistic Programming (NLP) and Sub-conscious learning skills. And in the process, continually coaching and motivating all his students, staffs and associates to learn, grow and expand their personal paradigms and horizons.

## PROGRAM CONTENT

### Module 1

How You Talk Without Speaking

- Awareness of how your body communicates unconsciously
- Body Language Basics - The Study of Kinesics
- The Conscious and Subconscious Mind
- The Mind-Body Connection and how it Works
- How you talk without speaking from your Subconscious
- How Animals Use Body Language and its significance to Human Communication
- Before We Learn to Speak
- Experience: How the Body Influences the Mind and Vice-versa

### Module 2

Learning to Be an Excellent Communicator

- Uplifting your communication and influencing abilities
- Know Ourselves Better
- VAK Identify Our Thinking Processes
- Understanding Eye Movements and its Significance
- How to Influence Others Easily with the Understanding of Thinking Processes
- Saying What You Mean

### Module 3

Controlling What Your Body Says

- Being able to get the message across congruently and build great rapport
  - Controlling What Your Body Says
  - Making a Great First Impression
  - Matching and Mirroring – to Build Great Rapport
  - Postures and Positions
  - Walking with Style
  - The Power of a Smile
- Exercises: Presenting with Congruency and Eloquence – Being Genuine

### Module 4

Reading The Hidden Messages

- Decode accurately what has been said or not said and influence effectively
  - Reading The Hidden Messages
  - Exposing the Truth from Subconscious Body Cues
  - How to Tell If Someone Is Lying to You
  - Is He/She Interested in Your ideas?
  - Which choice/method/product do they prefer?
- Exercise: How to Influence their Decisions from the Cues

- Pacing & Leading - to Keep Them Interested and Avoid Conflicts
  - Learning to Be a Better Communicator in Confrontations
- Exercises: Reading Eye Accessing Cues

### Module 5

#### Wrapping Up

- Personal Action Plan to Improve What our Body Says
  - Re-programming it into our Subconscious Mind
- Training Evaluation

## PROGRAM SCHEDULE

### Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 ( <i>continue</i> )
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 2 ( <i>continue</i> )
		<b>End of the day</b>

### Day 2

9:00am - 10:30am	:	Module 3
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 3 ( <i>continue</i> )
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 5
		<b>End of the day</b>

