



# The Silent Language of Leaders: How Body Language Can Help – or Hurt – How You Lead

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1. Body language is the use of personal space, physical gestures, posture, facial expressions, and eye contact. It can be easy to make a *basic body language blunder* (when gestures don't match the words). Have you ever made a *basic body language blunder (BBLB)*? What will you do to prevent a future BBLB?
2. Carol claims that a speaker or leader's presentation could be sabotaged within the first *seven seconds* by their body language. Have you ever witnessed a time when a speaker or leader's words and body language were out of alignment? Describe that time.
3. Several factors "...put body language skills at the top of a leader's to-do list." One factor is **visual technology** as we connect visually now more than ever on platforms like Zoom and Teams. For you, what role does body language play—pluses and minuses—in effective video conferencing?
4. "The growing importance of *cross-cultural communication* with the global workforce can have a huge impact on the silent language of leadership." How have you or will you prepare to successfully accommodate differences in nonverbal communication with people of different cultures?
5. "Curb appeal" is a familiar term that Carol customized as *personal curb appeal* relating to forming emotional impressions. What personal curb appeal do you exude?
6. Nonverbal signals important to leaders' curb appeal are: *warm leaders* and *authoritative leaders*. The higher one goes in an organization, the more others scrutinize movements and signals. Ask a colleague how they see **you**...as *warm* or *authoritative*? Discuss their findings.
7. Of the five mistakes people can make when reading body language, two are *evaluating others through the filter of (1) personal biases* as well as *(2) cultural biases*. Have you ever made a mistake in reading a leader's *curb appeal* because of a personal or cultural bias? What will you do to prevent that in the future?
8. What is the most significant idea or concept that you gained from Carol's *Bookends* interview or book?

To listen to the Bookends interview, go to: <http://www.bookendsbookclub.net>

