

Before you watch

A

Discuss the questions with a partner and then share your answers with the class.

What does *body language* mean for you? Why is body language important in communication? What examples of body language do you know?

B

Choose what you think the role of using positive body language is in professional communications. Say your reasons.

- To make sure that our message is clear and easily understood.
- To show our mood, intention and emotions when communicating.
- To show confidence, build trust and complement the message we are trying to communicate.

Video

A

Watch the video and choose the correct option.

1. Because of body language, we all speak at least _____.
 - a. one language
 - b. two languages
 - c. three languages
2. Being confident shows you _____.
 - a. are insecure
 - b. have a good posture
 - c. know what you are talking about
3. Maintaining good eye contact shows that _____.
 - a. you are positive
 - b. you are interested
 - c. you are important
4. Hand gestures can _____.
 - a. emphasise movements
 - b. specify words
 - c. give more meaning to words
5. Body language can _____ everything you say.
 - a. support
 - b. interpret
 - c. give meaning to

B

Mark (✓) the examples of using body language well to communicate.

1. standing straight with shoulders back
2. swaying around
3. avoiding eye contact
4. using hand gestures
5. not saying a word

C

Match the situations to the meaning of their body language.

1. Mark and his team met a new client today. It was their first meeting. Mark dressed formally, stood straight with his shoulders back, smiled, and greeted the client warmly as they entered the office. _____
 - a. This shows they are confident and sure of what they are talking about.
2. Gina gave the first presentation for their project proposal. She was dressed professionally, but she looked nervous. She paused, swayed a lot during her presentation, and crossed her hands behind her back. _____
 - b. This shows that they are impatient and not interested.
3. Joel was next. He presented the blueprints of the new building complex. He smiled, stood tall, talked in a very clear and calm manner, and used hand gestures to emphasise information and data. _____
 - c. This shows that they are insecure or unprepared.
4. One of the clients was tapping his fingers on his folder; he kept looking at his phone and the clock on the wall. He kept shifting positions in his seat and placing his hands in his pockets. _____
 - d. This shows they are eager to listen to and engage with the audience.
5. After the presentation, our project manager held a Q&A. She listened to all the questions, maintained eye contact, nodded to acknowledge them, and confidently directed the answers. _____
 - e. This shows that they are confident and interested in the client.

Digital skills focus

A

Choose the situation that shows effective body language.

1.
 - a. Jenna teaches English to international students online. Most of them are beginners and have mother languages that are very different from English. When Jenna teaches, she maintains eye contact by looking at the screen directly, speaking clearly, and using hand gestures to illustrate or emphasise words. She nods her head in acknowledgement or agreement when her students speak.
 - b. Jenna teaches English to international students online. Most of them are beginners and have mother languages that are very different from English. When Jenna teaches, she is trying to figure out where to look, so she only looks at the camera. She also talks loudly and slowly so her students can understand what she's saying. She looks down to write notes while students are speaking.
2.
 - a. Mr Dwain is an online music teacher. His students are about to do a final performance for an evaluation, so he is giving them some time to practise while he supervises them through a video call. During practice, he sits down and checks his music sheets and other work while his students sing by themselves. Before ending their session, he listens to them sing one last time. He taps his fingers on the table and frowns or crosses his arms on his chest when he doesn't like their performance.
 - b. Mr Dwain is an online music teacher. His students are about to do a final performance for an evaluation, so he is giving them some time to practise while he supervises them through a video call. During practice, he sits down and listens while his students sing by themselves. He keeps an eye on them and occasionally uses hand gestures to point out where they need to improve. Before ending their session, he listens to them sing one last time. He lets them finish their piece before giving them feedback.
3.
 - a. Joan's online interview is today. The Human Resources associate starts the video call. Joan is a bit nervous and keeps pulling on her hair and arranging her glasses. She is also fidgeting in her seat. When the associate starts to ask her questions, she answers them all but keeps pausing and looking down at her hands. After the interview, Joan smiles and politely says thank you and goodbye.
 - b. Joan's online interview is today. The Human Resources associate starts the video call. She is a bit nervous but sits down straight and puts her hands on her lap. The associate begins to ask her questions. She answers them all while maintaining eye contact with the interviewer. She also uses simple hand gestures to emphasise her ideas. After the interview, Joan smiles and politely says thank you and goodbye.
4.
 - a. Dave is studying Business English online. Today, his classmate is presenting graphs and charts. As his classmate talks, Dave sits down straight, looks at the screen, and listens attentively. He gives his classmate an encouraging smile, nods in agreement, and looks down occasionally to write down some important notes.
 - b. Dave is studying Business English online. Today, his classmate is presenting graphs and charts. Dave sits down lazily, puts his head on his hands, and starts writing and doodling in his notebook while his classmate is talking. He raises his eyebrows when he hears a mistake, and he keeps changing the screen to check what his other classmates are doing.

Language focus

A

Complete the conversation with the correct options.

Ryan: Are you ready for your webinar?

Leah: To be honest, I'm a bit nervous.

Ryan: (1) **Talking / Being** nervous for a presentation is normal, but you'll do great. Remember what we learned from our Effective Presentations course last week?

Leah: Oh, yes! (2) **Having / Standing** in good posture is essential to look and feel confident. (3) **Sitting / Listening** or standing straight, placing my hands on the side or your lap, moving my shoulders back and keeping good eye contact with my audience can show that I'm confident.

Ryan: That's right. (4) **Looking / Reading** and feeling confident shows that you are sure of what you are presenting and knowledgeable of the topic.

Leah: And (5) **maintaining / crossing** good eye contact can make my audience feel important and that I'm sincerely interested in listening to them.

Ryan: And don't forget that (6) **using / waving** hand gestures can help you to emphasise important points in your presentation. You can do this!

Leah: Great tips, Ryan. Thanks. My webinar is about to start. Let me go over my notes before I begin.

Ryan: Good luck!

B

Choose the correct words from the box to complete the text.

tap your fingers
palms facing up

cross your arms
tilt your head

smile warmly
cross your legs

Aside from good posture, eye contact, and hand gestures, many other body-language examples can affect your presentations (both in a good and a bad way). Remember that, even if we don't say anything, our actions can show how we feel – even on a computer screen.

For example, when you (1) _____ and genuinely, you show that you are approachable and friendly. When you open your hands with (2) _____, it shows that you are open and welcoming. When you nod or (3) _____ to the side while someone speaks, it shows that you are listening attentively, and you are genuinely considering and acknowledging what they are saying.

On the other hand, when you (4) _____, knees, or ankles, it could show that you are unapproachable or trying to hide something. When you (5) _____, people might perceive you as angry or unapproachable. And when you (6) _____ or feet, it can indicate that you are bored, impatient, uninterested, and even nervous or anxious.

So be mindful and learn to monitor your actions. Know positive and negative body language and learn to use and adapt it to the right situation.

Digital communicative task

A

Prepare a short informative presentation (video) on a topic of your choice.

- Select a topic for your informative presentation.
- Establish your main viewpoint and the details to support it.
- Choose the body language that you will use and make an outline of what you are going to say.
- Review your outline and make sure there is a logical progression in your viewpoints and details.

B

Publish your video presentation online for your class or email them to your classmates. Ask them for feedback on whether your body language helped them understand and appreciate the video more. Keep a copy of your presentation so you can review it later. Reflect on the progress you have made from the beginning of the lesson until you finish your digital communicative task.