Body Talk

It’s not just What You Say that Counts

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Why Agile 2016?
How We Communicate

- 38% Tonality
- 55% Physiology
- 7% Words
Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

Individuals and interactions over processes and tools
Working software over comprehensive documentation
Customer collaboration over contract negotiation
Responding to change over following a plan

That is, while there is value in the items on the right, we value the items on the left more.
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You Can’t BE agile in a vacuum
Team Communication

2.5X more important than data access for team productivity
87% accuracy in predicting business plan competition winners

“Honesty Signals”
“Honesty Signals”

Biological term - nonverbal cues that social species use to coordinate themselves. Cause changes in the receiver.
“Return on Asset” for “virtuoso” vs. “self-focused” leaders
What is Rapport?

“Rapport is a state of connection where one person becomes responsive to another”
We like people who are like us.
What is Rapport?

You

Connection

Others
More Rapport…

You

Connection

Others
Less Rapport ...

You

Others
No Rapport ...
The Goal ...

- You
- Connection
- Others
How Do We Establish Rapport?

“Matching” and “Mirroring”

- Tonality
- Words
- Physiology
Matching
Mirroring
Who’s in Rapport?

A or B
What Can You Match or Mirror?

- Tonality
- Physiology
- Words
Physiology - Body Language

• Posture
• Movement (gestures)
• Facial expression
• Proximity
• Breathing
• Blinking
Tonality - Voice

- Tone aka Quality
- Pitch
- Volume
- Tempo
Words

- Common experiences
- Key words
- Values
- Predicates
Indicators of Rapport
How do you know you have it?

Establish connection

“Pacing”

They follow you

“Leading”
RESISTANCE is a sign of a LACK of Rapport
Breaking Rapport
Rapport Exercise

“A” - Tells a Story

“B” - Asks Questions
1. Establish rapport
2. On cue - break rapport
3. On cue - establish rapport

“C” - Observes

- Posture
- Movement (gestures)
- Facial expression
- Proximity
- Breathing
- Blinking
Virginia Satir

“The message sent is not always the message received.”

~Virginia Satir

Mother of Family Therapy & Creator of Satir Change Model
Satir Stances

Goal: Congruence between your body gestures & words

http://www.karenluk.net/PDPBlog/gestures1.jpg
The Basic Stance

“Stacked Cylinders” Neutral
Placater
Blamer

“domination & authority”
Computer

"Cool logic"
Distractor

“fun nonsense”
Leveler

“this is the way it is”
Exercise!

“A” - Tells a Story
Demo Satir Gestures

“B” and “C” - Observe
Exercise!

Basic Stance

Placater

Computer

Distractor

Blamer

Leveler
Questions
Resources

• Book: Instant Rapport - Michael Brooks

• TED Talk: “Your Body Language Shapes Who You Are” - Amy Cuddy

• Neuro Linguistic Programming (NLP)
Thank You!

“Changing the world is a team sport”
~ Jeff Skoll

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What did you just say? We don’t just talk with our hands – we talk with our whole bodies. And sometimes we have no idea what we really just communicated.

As team members, coaches and leaders – it’s essential that we connect with others and congruently communicate so that our message gets heard. Join us in this hands-on session to learn & practice skills to establish rapport quickly with individuals and groups. Discover body stances based on psychological archetypes that can either support or distract from your message. This session is ideal for anyone who wants to be a more effective influencer and coach by making sure their body language matches their words.
Workshop Outline

Introduction [5 minutes]
• Why – benefits of effective body language in communication
• Communication breakdown – 55% physiology (body language), 38% tonality, 7% words

Rapport [20 minutes]
• What is rapport
• How to create rapport – matching & mirroring
• Indicators of rapport- how do you know you have it?
• How and when to break rapport (i.e. to stop rat hole discussions)

Rapport Exercise [10 minutes]
• Participants pair up, each taking turns establishing & breaking rapport
• Debrief & questions

Satir Gesture/Stance Categories [20 minutes]
• Introduce Virginia Satir – family therapist whose “Satir change model” is often taught in agile workshops
• Overview of stances – how to use them, their psychological meaning, when NOT to use them
• Stances – Leveler, Placater, Computer, Distractor, Blamer

Satir Gesture Exercise [10 minutes]
• Participants pair up, each taking turns demonstrating each of the 5 stances
• Pair share – Which stances do they naturally do? Which are new? What will they try back “on the job?”

Wrapup [10 minutes]
• Questions & observations from the Group
• Resources
• Summary
Learning Outcomes:

• Describe what rapport is and its benefits in communicating with agile teams
• Practice establishing rapport to pace and lead teams and individuals
• Learn and practice 5 body stances based on Virginia Satir’s psychological archetypes
• Learn one body stance that saps the power of effective communication & how to eradicate its habitual appearance
• Be able to immediately apply these techniques in daily conversations with individuals and agile teams