

CHAPTER 11 · LEADING THE CONVERSATION

BODY LANGUAGE THAT *builds trust*

People believe what they see before what they hear. Make both say the same thing.

Name: _____ Date: _____ Interactive version: attenglish.com/talk/11

PHRASE BOX SAY IT
OPEN SIGNALS

Steady eye contact while listening
Facing the person
Nodding and smiling

CLOSED SIGNALS

Arms tightly crossed
Checking your phone
Feet pointing towards the door

CULTURE NOTE

In the UK, a firm handshake is common at first meetings.
Most British people keep about an arm's length of space.
Hugs and kisses are usually for friends, not first meetings.

BODY LANGUAGE SELF-CHECK CHECK

Be honest. How often do you do each of these in conversation?

	Not yet	Sometimes	Usually
I make eye contact when I say my name.			
I face the person I'm talking to.			
I keep my phone out of sight.			
I nod or smile to show I'm listening.			
My arms are relaxed, not crossed.			
I keep a comfortable distance (about an arm's length).			

GESTURES AROUND THE WORLD QUIZ

A gesture that's friendly in one country can be rude in another. Test yourself. Circle your answer.

1. In the UK, what does a V sign with your palm facing you mean?

- ☐ a) Victory
 ☐ b) Peace
 ☐ c) It's rude, like a swear word

2. In Bulgaria, what does nodding your head up and down traditionally mean?

- ☐ a) Yes
 ☐ b) No
 ☐ c) Hello

3. In the UK, how do people usually greet someone at a first work meeting?

- ☐ a) A bow
 ☐ b) A handshake
 ☐ c) Two kisses on the cheek

4. In the UK, what does a thumbs up usually mean?

- ☐ a) OK, good, well done
 ☐ b) Go away
 ☐ c) Two

OPEN OR CLOSED? SORT

Picture each one. Does it say "I'm interested" or "I'd rather not"? Tick one column for each.

	Open	Closed
Leaning in slightly		
Arms tightly crossed		
Smiling with your eyes		
Feet pointing towards the exit		
Nodding while they speak		
Looking at your phone		
Hands visible and relaxed		
Looking over their shoulder		

ONE-WEEK HABIT TRACKER TRACK

Habits beat knowledge. Tick each habit on the days you practise it this week.

Habit	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Eye contact when saying my name							
Phone away during conversations							
Arms uncrossed							
Smile when greeting someone							

YOUR BODY LANGUAGE REMINDER WRITE

Write one short reminder for yourself. It goes into your Conversation Kit.

My body language reminder

BEFORE YOU MOVE ON REFLECT

What does your body do when you're nervous?

Which habit from the tracker matters most for you?

Is body language different in your culture? How?

WHAT TO REMEMBER

- ☐ In the UK, steady eye contact shows interest and honesty.
- ☐ Face the person and keep your hands visible.
- ☐ Put your phone away when someone is talking.
- ☐ Gestures mean different things in different countries.
- ☐ Body language supports your words. It doesn't replace them.