

### 2019 MDRT Global Conference e-Handout Material

Title: Body Language for Sales

**Speaker:** Christian Chua

**Presentation Date:** Monday: September 2, 2019

**Presentation Time:** 1:30p.m. - 2:30p.m.

**Session Room:** ICC - Darling Harbour Theatre

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## What we will learn today

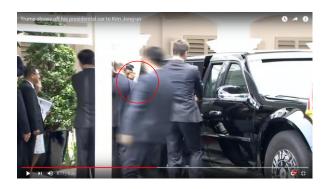
- How to read your clients.
- Know when the client is a 'Hot lead' or 'Cold lead'.
- Be aware of your own body language.
- Million Dollar Charisma.
- Face Reading.

# Frequently Asked Questions

- Can body Language be concealed?
- Does body language differ between cultures?
- How accurate is Body Language?

















Positive Body Language Lifted eye brows Broad smile Open arms and open palms Moving forward

Identifying Positive and Negative Body Language



Negative Body Language Squinting eyes Twisted mouth Folded arms and open palms Moving backwards





















# Your Smile

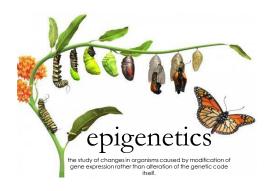
### **Give a Smile readily**

- · It reduces uncertainty
- "I am non-threatening""I am approachable"
- "I am ready to engage"











Timothy James McVeigh was an American domestic terrorist who perpetrated the 1995 Oklahoma City bombing, which killed 168 people and injured over 680 others.

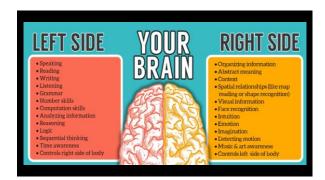






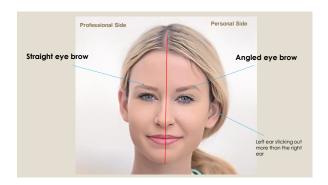
See how his features changed, especially his eye brows









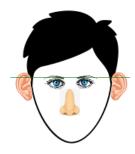






### Low Ears/High Eyebrows

Takes in information carefully, needs time to evaluate and check it out internally, good for long-term planning, does not change mine quickly once a decision is made, prefers wisdom over speed



#### High Ears/ Low Eyebrows

Take in information extremely quick and processes quickly; anticipates responses; interrupts; can be mentally intimidating; he raises mental hard drive on non-essentials.

