



## **2019 MDRT Global Conference e-Handout Material**

**Title:** Body Language for Sales

**Speaker:** Christian Chua

**Presentation Date:** Tuesday: September 3, 2019

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

**Session Room:** ICC - Parkside Ballroom

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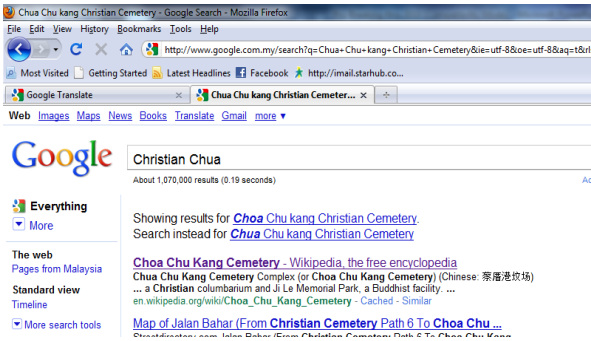
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### What we will learn today

- 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.

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## Frequently Asked Questions

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

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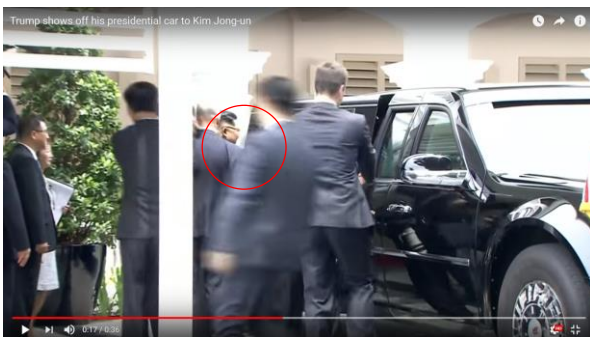
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**Identifying Positive and Negative Body Language**



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



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

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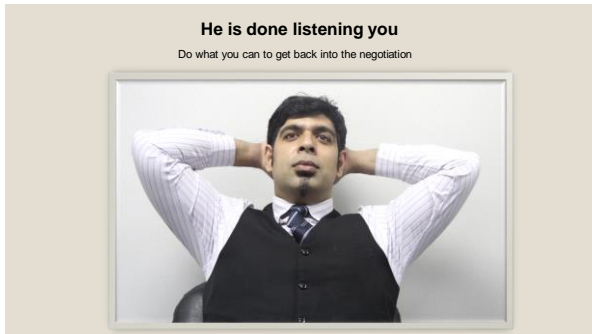
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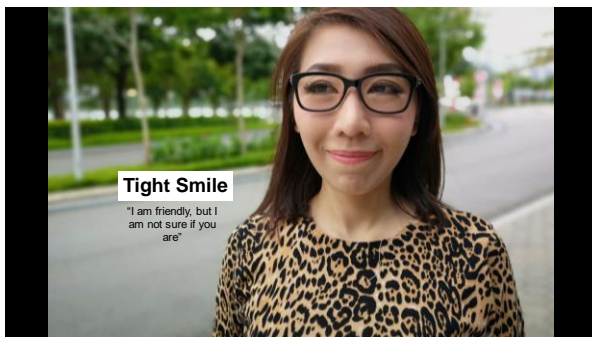
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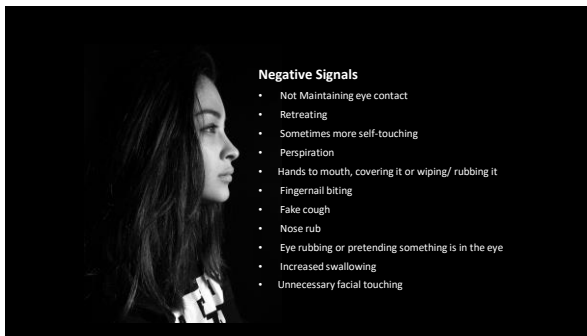
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Meet people like they are your old best friends




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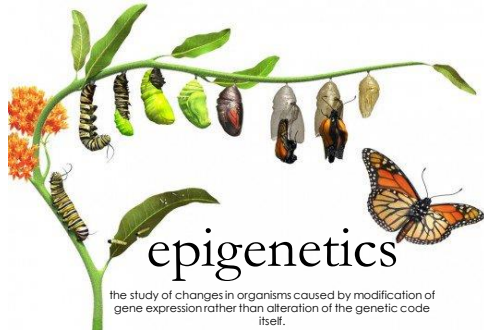
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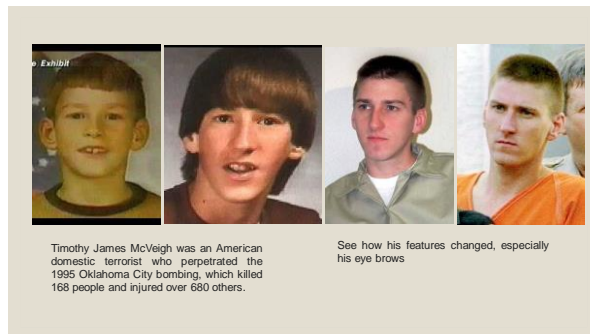
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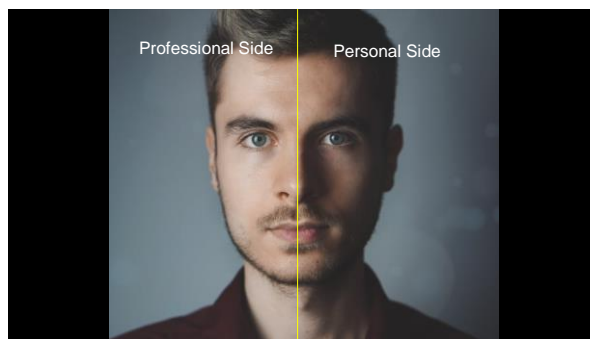
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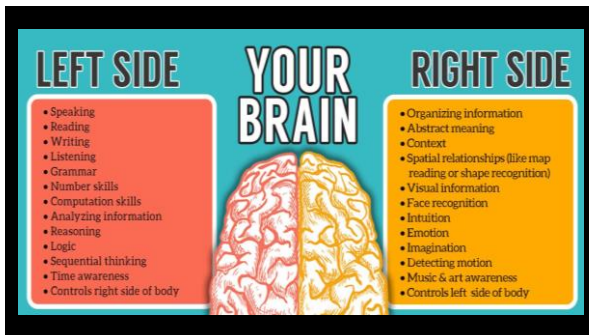
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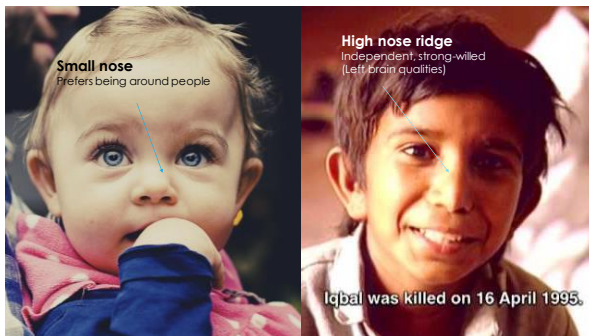
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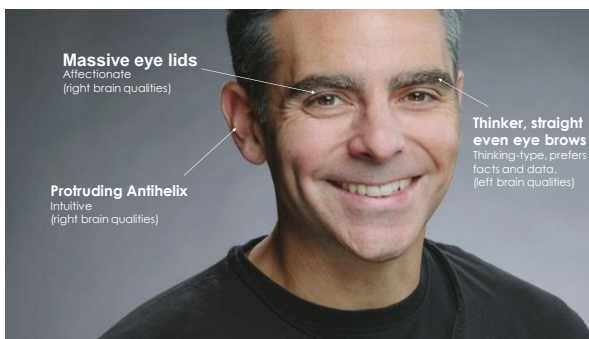
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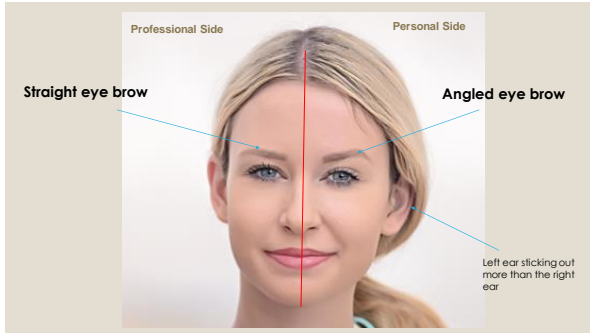
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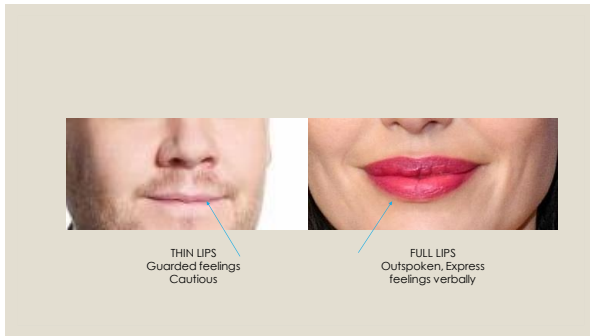
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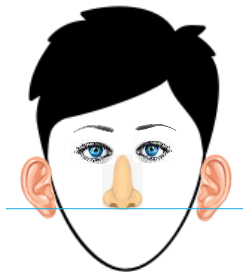
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**Low Ears/High Eyebrows**  
Takes in information carefully, needs time to evaluate and check it out internally, good for long-term planning, does not change mine quickly once a decision is made, prefers wisdom over speed

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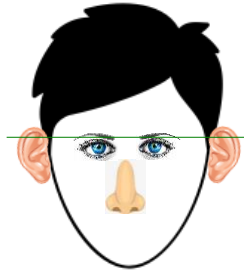
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**High Ears/ Low Eyebrows**

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

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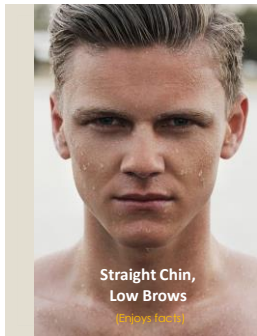
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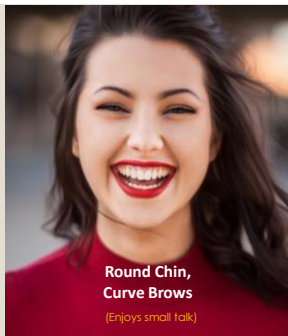
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**Straight Chin,  
Low Brows**  
(Enjoys facts)



**Round Chin,  
Curve Brows**  
(Enjoys small talk)

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