



**There's No Such Thing as a  
One Person Tango**  
The Art of Effective Communication

Prepared and Presented By:  
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## About Karel Murray, CSP, DREI

### **Motivational Humorist, Business Strategist/Consultant,**

and **Author** Karel Murray engages her audiences with a mix of attitude, perspective, humor and relevant, timely content that inspires accountability for achieving results. She opens and closes conferences nationally and internationally with a memorable energy, impactful insight about personal accountability and provides relevant, immediately applicable information for attendees. Having presented to over 80,000 people in her career, her extensive management experience and professional speaking background combine for an incredible attendee experience.

Karel has earned the National Speakers Association CSP (Certified Speaking Professional) and the Real Estate Educators Association DREI (Distinguished Real Estate Instructor) designations and is a Past President of the national Real Estate Educators Association (REEA).

As an accomplished writer and humorist, Karel is the author of three books and featured in four more. Whether as a keynote speaker or a business content provider at association and corporate events, Karel Murray, CSP ensures her sessions will not only increase the energy of individuals and teams, but will provide them with applicable tools and processes to positively impact their professional life.

Karel Murray combines her human resource management background with her business, community and association leadership experiences to deliver content that not only informs and educates, but provides practical suggestions mixed with a healthy dose of humor. Attendees soon discover that they are learning how to be innovative and more open minded when it comes to problem solving, communication and leadership – laughing all the way.

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# There's No Such Thing as a One Person Tango: The Art of Effective Communication

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## Course Objectives

- ▶ Understanding the differences between how the male and female brain communicates.
- ▶ Dispel the notion that other people are untruthful. With insight into emotional intelligence and the combination of words, tone and body language, participants will become more aware of the truth in an interpersonal interaction which will ultimately result in better relationships.
- ▶ Outline attitudes, perceptions, and belief structures that may prevent fluid and effective communications through utilization of self-examination quiz, role play and group discussion

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## **The Truth about Gender**

- ▶ Human nature is hard wired and is something that really can't be changed.
- ▶ A Gender Role reflects which how society (or ourselves) feel we should fulfill our position as a man or a woman.

### **Women**

- ▶ Use five senses more than men and store it for later use.
- ▶ Process emotion laden experiences immediately where men take hours to process.
- ▶ Read face signals and gestures better than men.
- ▶ Talk more about themselves, revealing more about their lives than men do.
- ▶ Tend to criticize themselves more than men criticize themselves.
- ▶ Use more words to manage the process by which success is gained.
- ▶ Remember interactions, including conflicts longer than men.

### **Men**

- ▶ A male brain naturally goes into rest state more often than female brain because women have 15-20 percent more blood flow to the brain.
- ▶ Show physical restless behavior to stimulate their brain to be fully present (consider throwing a ball or golfing to conduct business).
- ▶ Tend to compartmentalize and focus on one task.
- ▶ Deductive in problem solving - linear and based on data - see a solution and act on it.
- ▶ Avoid direct conflict when it involves women.
- ▶ Speak in louder voices than women do and raise their voices to emphasize a point.

### **For Better Communication:**

- ▶ Use concrete words that are targeted to specific outcomes.
- ▶ End fewer sentences with an questioning inflection.
- ▶ Women need to ask male colleague what he thinks, rather than what he feels.

# 10 SIMPLE QUESTIONS

## **1. When do you feel your best?**

- (A) In the morning
- (B) During the afternoon and early evening
- (C) Late at night

## **2. You usually walk**

- (A) Fairly fast, with long steps
- (B) Fairly fast, with short, quick steps
- (C) Less fast, head up, looking the world in the face
- (D) Less fast, head down
- (E) Very slowly

## **3. When talking to people you**

- (A) Stand with your arms folded
- (B) Have your hands clasped
- (C) Have one or both your hands on your hips
- (D) Touch or push the person to whom you are talking
- (E) Play with your ear, touch your chin or smooth your hair

## **4. When relaxing, you sit with**

- (A) Your knees bent with your legs neatly side by side
- (B) Your legs crossed
- (C) Your legs stretched out or straight
- (D) One leg curled under you

## **5. When something really amuses you, you react with**

- (A) A big appreciative laugh
- (B) A laugh, but not a loud one
- (C) A quiet chuckle
- (D) A sheepish smile

## **6. When you go to a party or social gathering you**

- (A) Make a loud entrance so everyone notices you
- (B) Make a quiet entrance, looking around for someone you know
- (C) Make the quietest entrance, trying to stay unnoticed

**7. You're working very hard and concentrating and you're interrupted, do you:**

- (A) Welcome the break
- (B) Feel extremely irritated
- (C) Vary between these two extremes

**8. Which of the following colors do you like the most?**

- (A) Red or orange
- (B) Black
- (C) Yellow or light blue
- (D) Green
- (E) Dark blue or purple
- (F) White
- (G) Brown or gray

**9. When you're in bed at night, in those last few moments before going to sleep, you lie**

- (A) Stretched out on your back
- (B) Stretched out face down on your stomach
- (C) On your side, slightly curled
- (D) With your head on one arm
- (E) With your head under the covers

**10. You often dream that you are**

- (A) Falling
- (B) Fighting or struggling
- (C) Searching for something or somebody
- (D) Flying or floating
- (E) You usually have dreamless sleep
- (F) Your dreams are always pleasant

**POINTS:**

- 1. (A) 2 (B) 4 (C) 6
- 2. (A) 6 (B) 4 (C) 7 (D) 2 (E) 1
- 3. (A) 4 (B) 2 (C) 5 (D) 7 (E) 6
- 4. (A) 4 (B) 6 (C) 2 (D) 1
- 5. (A) 6 (B) 4 (C) 3 (D) 5 (E) 2
- 6. (A) 6 (B) 4 (C) 2
- 7. (A) 6 (B) 2 (C) 4
- 8. (A) 6 (B) 7 (C) 5 (D) 4 (E) 3 (F) 2 (G) 1
- 9. (A) 7 (B) 6 (C) 4 (D) 2 (E) 1
- 10. (A) 4 (B) 2 (C) 3 (D) 5 (E) 6 (F) 1

## **ADD YOUR POINTS AND FIND OUT HOW YOU ARE PERCEIVED**

### **OVER 60 POINTS:**

Others see you as someone they should “handle with care”. You’re seen as vain, self-centered, and who is extremely dominant. Others may admire you, wishing they could be more like you, but don’t always trust you, hesitating to become too deeply involved with you.

### **51 TO 60 POINTS:**

Others see you as an exciting, highly volatile, rather impulsive personality; a natural leader who’s quick to make decisions, though not always the right ones. They see you as bold and adventuresome, someone who will try anything once; someone who takes chances and enjoys an adventure. They enjoy being in your company because of the excitement you radiate.

### **41 TO 50 POINTS:**

Others see you as fresh, lively, charming, amusing, practical, and always interesting; someone who’s constantly in the center of attention, but sufficiently well balanced not to let it go to their head. They also see you as kind, considerate, and understanding; someone who’ll always cheer them up and help them out.

### **31 TO 40 POINTS:**

Others see you as sensible, cautious, careful & practical. They see you as a clever, gifted, or talented, but modest. Not a person who makes friends too quickly or easily, but someone who’s extremely loyal to friends you do make and who expect the same loyalty in return. Those who really get to know you realize it takes a lot to shake your trust in your friends, but equally that it takes you a long time to get over it if that trust is ever broken.

### **21 TO 30 POINTS:**

Your friends see you as painstaking and fussy. They see you as very cautious, extremely careful, a slow and steady plodder. It’d really surprise them if you ever did something impulsively or on the spur of the moment, expecting you to examine everything carefully from every angle and then, usually decide against it. They think this reaction is caused partly by your careful nature.

### **UNDER 21 POINTS:**

People think you are shy, nervous, and indecisive, someone who needs looking after, who always wants someone else to make the decisions & who doesn’t want to get involved with anyone or anything. They see you as a worrier who always sees problems that don’t exist. Some people think you’re boring. Only those who know you well know that you aren’t.



# Reading Body Language

## Handshaking

Robert, Brown E. Handshaking: The Psychological Meaning. Oct. 2001. 14 Sep. 2007  
<<http://www.networkingtoday.on.ca/articles/handshake.htm>>.

- ▶ By understanding the other person's body language, you can discover whether she/she is sincere or insincere, dominant or submissive, deceitful.
- ▶ The hand has more nerve endings per square millimeter than any other part of the body with the greatest concentration in the fingers.

### Four Basics Steps in a Handshake:

#### Engage

- ▶ A proper handshake should engage the other person's full hand... palm to palm.

#### Pause

- ▶ Lingering at the natural conclusion of a handshake expresses sincerity and openness.
- ▶ Cup your last two fingers to support the other person's palm.
- ▶ Be the last to let go.

#### Observe

- ▶ Is the other person pushing, pulling or twisting your hand?
- ▶ Do they shake your hand vigorously or barely move?
- ▶ Is the hand warm and wet or cold and dry?
- ▶ Is it flexible or stiff?

#### Remember

- ▶ Ask yourself who shook first?
- ▶ Who let go first?
- ▶ Was the person nervous or relaxed?
- ▶ Did the handshake feel consistent with what the person was saying?

## 12 Basic Classifications of Handshake Styles

### All American

#### **Person delivering it will:**

- ▶ Look you right in the eye
- ▶ Fully engage your hand
- ▶ Smile
- ▶ Pump your hand two or three times.

#### **What it tells you about the person:**

- ▶ Open
- ▶ Trustworthy
- ▶ Willing to listen
- ▶ No hidden agendas
- ▶ Is a good people person
- ▶ Can be trusted in a highly classified position

### The Lingering Handshake

#### **Person delivering it will:**

- ▶ Grasp your hand firmly
- ▶ Pump the handshake two or more pumps
- ▶ Pauses at the end of the handshake

#### **What it tells you about the person:**

- ▶ May denote openness and sincerity
- ▶ May suggest the person has something up their sleeve

### The Push-Off

#### **Person delivering it will:**

- ▶ Grip your hand firmly and warmly
- ▶ Push or flick away your hand at the end
- ▶ May range from a slight stiff-arm to a flat-out rejection

#### **What it tells you about the person:**

- ▶ Implies they have a strong need to establish their own territory and agenda.
- ▶ May tend to be a stand-offish person without good people skills
- ▶ Will probably not make a good manager

## The Pull-In

### **Person delivering it will:**

- ▶ Hold onto your hand to pull you closer or direct you through a door or toward a chair

### **What it tells you about the person:**

- ▶ They are manipulative or a controller who wants things done a certain way
- ▶ May not be a good team player
- ▶ Possible conflicts between person and organization goals

## Two-Handed Shake

### **Person delivering it will:**

- ▶ Grab your hand while the left hand grasps your wrist, forearm, biceps, shoulder, or neck.
- ▶ The higher the left hand, the greater the manipulation and control.

### **What it tells you about the person:**

- ▶ Implies a quick sincerity and intimacy.
- ▶ They may be trying to sell you something that's not really there (we are great buddies!)
- ▶ May not make a good salesperson because other people tend not to trust this.

## The Topper

### **Person delivering it will:**

- ▶ Approach your hand with his/her palm facing down in relation to your hand. It forces you to turn your hand palm up.

### **What it tells you about the person:**

- ▶ The hand on top is in control
- ▶ To offset the effect, step into the handshake with your left foot
- ▶ They are stating "I'm in charge."
- ▶ This person manages through control

## The Under

### **Person delivering it will:**

- ▶ Approach your hand with his/her palm facing upward in relation to your hand. It forces you to take the controlling position of palm face down.

### **What it tells you about the person:**

- ▶ They are stating "You are in charge"
- ▶ Typically good team players, but not known for leadership.

## The Finger Squeeze & Bone Crusher

### **Person delivering it will:**

- ▶ Hurt your hand by the extreme tightness of the grip.

### **What it tells you about the person:**

- ▶ It is used to keep you at a comfortable distance
- ▶ You may feel they use their hands as weapons to dominate and overpower people.
- ▶ Counter act this grip by incorporating the two handed grip at the wrist and press your index finger firmly into their wrist pulse.

## The Palm Pinch

### **Person delivering it will:**

- ▶ Offer you two or three finger tips.

### **What it tells you about the person:**

- ▶ Usually given by women who haven't learned how to shake hands properly.
- ▶ May have a fear of intimacy.
- ▶ May not be very good at interpersonal skills.

## The Twister

### **Person delivering it will:**

- ▶ Grab your hand normally, but aggressively twist it under his/her hand at the end.

### **What it tells you about the person:**

- ▶ They may be saying "We come into this as equals, but I will be on top."
- ▶ This person can turn on you.
- ▶ You may think you are in control, but they will attempt to catch you off guard.
- ▶ Potentially deceitful or devious type of person.
- ▶ May not be a good team player or a security risk.

## The Dead Fish

### **Person delivering it will:**

- ▶ Offer you a cold, clammy, indifferent handshake.
- ▶ Tends to drain your energy by its lack of response.

### **What it tells you about the person:**

- ▶ They are usually better with computers, machines and information other than people.
- ▶ Will usually make poor managers.

## The Pulse

### Person delivering it will:

- ▶ Take your hand in the All-American grip, but extend the index finger so it covers your wrist.

### What it tells you about the person:

- ▶ They are confident and secure
- ▶ Have a controlling nature, but are able to interact effectively with people.
- ▶ Use the pulse check to check the other party's reaction to them.

## Body Language

Givens, David. Body Language – the Essential Secrets of Non-Verbal Communication. 2006. Jan. 2004 <<http://www.members.aol.com/nonverbal2/adajum.htm>>.

## Nonverbal Communication

- ▶ The process of sending and receiving wordless messages by means of facial expressions, gaze, gestures, postures, and tones of voice.
- ▶ Nonverbal cues include all expressive signs, signals, and cues – audio, visual, tactile, chemical.
- ▶ Body language signals may be learned, innate, or mixed.

### Arm Cross

- ▶ Folding the arms over the lower chest or upper abdomen, with one or both hands touching the biceps muscles.
- ▶ A self comforting, self stimulating posture unconsciously used to alleviate anxiety and social stress.
- ▶ Often decoded as a defensive barrier sign, the arm cross represents a comfortable position for relaxing the arms.
- ▶ With arms and elbows pulled tightly into the body, may reveal acute nervousness or chronic anxiety.
- ▶ Held less lightly against the chest, with elbows elevated and projecting outward, presents a guard like stance, suggestive of arrogance, disliking, or disagreement.

### Arm Swing

- ▶ To move the upper limbs back and forth rhythmically.
- ▶ May denote restlessness or an unconscious wish to “walk way” from meetings or discussion groups.

### Broadside Display

- ▶ The act of enlarging or exaggerating the body's size to dominate, threatens, or bluff an opponent.
- ▶ A fashionable “broadside is tailored into every Brooks Brothers® jacket.

## **Eye Contact**

- ▶ A visual connection made as one person gazes into the eyes of another.
- ▶ An emotional link established as two people simultaneously observe each other's eyes.
- ▶ Rarely lasts longer than three seconds before one or both viewers experience a powerful urge to glance away.
- ▶ Arouses strong emotions.
- ▶ What gives away policed officers in a roomful of people is their habit of looking too intently and too carefully at others.
- ▶ In Japan, listeners are taught to focus on a speaker's neck in order to avoid eye contact, while in the U.S., listeners are encouraged to gaze into a speaker's eyes.

## **Hand Behind Head**

- ▶ Touching, scratching, or holding the back of the neck or head with the opened palm.
- ▶ Reaching upward to scratch an ear, or rub the cheek or side of the neck.
- ▶ Potential sign of uncertainty, conflict, disagreement, frustration, anger, or disliking.
- ▶ It usually reflects negative thoughts, feelings, and moods.
- ▶ When you see this, you should probe further to get at the unresolved issue to be verbalized and explored.

## **Hands On Hips**

- ▶ The palms rest on the hips with the elbows flexed outward, bowed away from the body.
- ▶ Shows preparedness to take steps, perform, take charge of an event, activity or work assignment.
- ▶ Shows the body is poised to step forward to carryout an order, to discipline or threaten a subordinate or to defend against those who overstep their bounds.

## **Palm Down**

- ▶ Made with fingers extended and the hand rotated to a downward (palm down) position. A posture used to assume the prone position used in a floor pushup.
- ▶ Shows confidence, assertiveness and dominance.
- ▶ If accompanied by the palm down beating signs, ideas, opinions, and remarks appear stronger and more convincing.

## **Palm Up**

- ▶ Made with fingers extended and the hand rotated to an upward position (palm up).
- ▶ Creates an appealing, imploring, or begging position.
- ▶ Suggest a vulnerable or non aggressive pose which appeals to listeners as allies, rather than as rivals or foes.
- ▶ Reflects moods of congeniality, humility, and uncertainty.

## **Swagger Walk**

- ▶ A slight or moderate exaggeration in the side to side movements of walking.
- ▶ A masculine style of upper body strutting in an effort to occupy a great expanse of personal territory.
- ▶ Demonstrates power, strength, dominance, and attitude.

## **Body Alignment**

- ▶ The degree of orientation between a speaker's torso and that of a listener.
- ▶ We show agreement, liking, and loyalty by aligning the upper body with that of the person we respect.
- ▶ You can identify the most powerful person seated at a conference table by the relative number of torsos aimed in his or her direction.
- ▶ Lean forward suggests friendliness.
- ▶ Lean backward expresses a more negative pose

# **Negotiating the Relationship**

## **When In Conflict You May**

- ▶ Try to change the behavior of the other party.
- ▶ Try to change the structure of the conflict.
- ▶ Change your own behavior.

## **Key Factors to Effective Communication**

- ▶ Give the other party a way to save face.
- ▶ Watch verbal and non-verbal signs.
- ▶ Be open to changes. Be unconditionally constructive.
- ▶ Recognize we all see the "truth" differently. Always consult and listen before deciding.