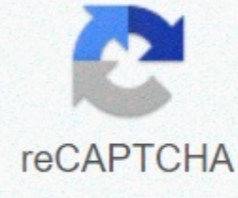




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Can you read people's emotions

Facial expressions are a universal language of emotion. How well do you read other people? Let me tell you, if you have this ability, a whole new world will open up to you. Today I want to share five different channels with you that will give you data so that you can indeed also read people's emotions through their body language. Broaden the Lens to know all five ChannelsYy, each of us has a bias, and that's our bias: our bias is versus words. We constantly focus on the words people communicate with us, but the problem is that words are just one channel of information, and if we're going to read people's emotions through their body language, then we need to broaden the lens. We need to broaden it from just one channel to all five channels. We're going to explore those channels and I'll also give you practical exercises that you can turn to to help you equate this skill in reading people's emotions through their body language. So, there are five channels that will help us look at the information that comes to us from people. Now, what's a channel? A channel is nothing more than just a strain of data that comes from a certain location in the other person's body. So let's go through all five channels. First Channel: Facial ExpressionsThe first channel is facial expressions. Now the face has 42 sets of muscles and each of those muscles is configured in a certain way. There are 10,000 different facial expressions. However, we know that there are 7 of them who are universal emotions. They are: surprise, fear, anger, disgust, contempt, happiness and sadness. And the way those muscles set in the face is universal. It doesn't matter what culture you're in, everyone uses it the same way to convey a certain emotion. Now, while we are able to tell the emotion, we are unable to understand exactly what causes emotion. So we have to be careful, even if we're able to tell what emotion it is. Now it's important to have two distinctions about emotions in the face. The first is 'macro expressions'. A macro expression is the fullness of a facial expression. Say I'm talking to my friend Henry, and Henry is mad at me, and he wants me to know that he's mad at me. He may show me a rage expression, and that anger expression can last up to four seconds. Obviously he's angry, and if I'm good at reading other people's faces, I can see that he's angry and admits to being angry. However, there is also something called 'micro-expressions'. Microexpressions are expressions we are trying to suppress, either consciously or unconsciously, but emotions are moving so quickly that we are not fully able to suppress them without some of it leaking out. We call those leaks microexpressions. They hold half a second or less, and if we're well trained we can pick them up. So, in the same situation, Henry might be mad at me, but he doesn't want me to know that he's angry, so he's trying to suppress that emotion, but a bit of a micro-expression flashes on his face, and I know that he's angry. I don't know why he's angry, but I'm aware he's angry. Facial expressions are the clearest channel of all five, and they are incredibly important because they can give us a wealth of information and help us respond in the moment to know what emotion a particular person can have. You know, a few weeks ago there was a video that went viral on YouTube. It was all about the woman tasting kombucha for the first time, and it's hilarious. She takes it and she has this utter disgusting expression on her face — which is the ripple of the nose, and the upper lip goes that way. If she starts to taste it, she goes into this disgusting emotion. Another example happened a few weeks ago at a dinner party. Our gas cooked all day and she tried some different food. And the person next to me, who I didn't know, took a taste of the food and suddenly I saw a microexpression of disgust. She asked everyone Did you enjoy your food? Did you like this?, and he said: Oh yes, it was beautiful. But of course I know that when he tasted that food, there was a little disgusting. He tried to suppress it because he didn't want his guest to know that he didn't find the food much on the appetite. This is key to understanding emotions in the moment, by the gate of the face - macro and microexpressions. Second Channel: Our BodyThe second channel is our body. So we dealt with the first, which are facial expressions, and now we're moving to the rest of our body. Our body tells us so much information, but what we need to be careful about here is that there is no universal. Our body language is determined very culturally. So, very often what we're looking for is changes in the baseline. What is the baseline? The baseline is the normal way a person shows up. The normal movements of their body you can see in a relaxed conversation. And so, when there's a change, it's something to be curious about, something to be interested in. So, say, for example, you have a conversation, the person is very relaxed, and then suddenly there's a change in baseline. All of a sudden you see, from this open body, they start to get a little more shut down. Or maybe you start to see some manipulators (and manipulators are: when a person is anxious, they start rubbing one part of the body against the other), or maybe you see a change in their illustrators. And the illustrator happens when we explain different things, we use our hands almost to illustrate what's happening. Well is there a change in illustrators, maybe we're our they more, or faster, or maybe we don't use it at all. All of them need to be noticed and make us curious about what's happening in the moment. What happened in the conversation? Why was there a change? Was there any specific question? Was there some emotional weight we were doing with? All of them can give us clues to what's happening in the moment. Third Channel: The VoiceThe third channel is the voice, and what we're looking at is the volume of the voice. Is the volume getting lower or is the volume getting higher? We're also looking at the tone of voice. That's where the voice sits in the scale — is it higher in the scale or lower in the scale? And once again, just like the body, we're looking for changes. Do we see increases in volume or decrease in volume? Do we see changes in the tone of voice? What we know is that certain emotions evoke changes in the voice. So, say for sadness, we can expect a lowering of the tone and a lowering of the volume. For anger, it's the opposite. We can expect to see an increase in volume, and we can expect to see an increase in the tone. Everyone gives us signals to emotions in the moment. Fourth Channel: Vocal FlowThe fourth channel, which is the second element of the voice, is vocal flow. And what we mean are changes in the flow of the conversation. So sometimes what happens is all of a sudden a person starts introducing different forms of filler words, 'uhm' and 'if' and 'you know', and there's a stumbling block, and it's something to be really interested in what's happening in that moment. Or else there are long breaks. Or else the speed, the flow of the conversation, increases. Again, all this invites us to be curious about what has changed and why it has changed and what is the context around the conversation that may have happened. Fifth Channel: Vocal ContentAnd then the fifth channel and the final channel are vocal content. These are the words ourselves where we often have so much prejudice towards. But again, we look at how the words are used. Is there any emotional around the words? You know, I was in conversation where a person identifies a certain emotion and then all of a sudden really that gets expressed in the words used and everything else isn't congruent with that emotion, but rather it's a different emotion. So, the words can really help us identify emotions again in the moment. ConclusionsSo there you have it, all five channels: facial expressions, the body, the voice, the vocal flow, and the vocal content. All of them go together to help us read people's emotions in the moment. Now, how do you expand on those skills? Well, fortunately, there are some great websites that can help us work on our micro and macro expressions. Paul Ekman — who was really the scientist, the who discovered this phenomenon — also offers some training courses. We can also turn to television. One of my favorite shows is survivor, and why I love survivor is because of the tribal board. Because some shows are really written, you have to be careful, you're not really sure if people are genuine. But at that moment you have a situation where people are highly stressed and it's a great way to look at emotions, to look at the body language and read some emotions. The news can also provide us with wonderful opportunities to see — can we read certain emotions? Can we look at the body language of people being interviewed and maybe under a bit of pressure? What I invite you to do is find the exercise or find the channel you want to work for. Because sometimes one channel is better than others, and we find we have greater skills in one channel across the other. There are wonderful ways we can develop the skill set to help us really be better at reading emotions through other people's body language. Imagine being able to read people's emotions through their body language. What kind of superpowry will it contribute to your ability at work? If you want to jump a little deeper into this area, we offer two and three day training courses, which really dig deep into those five channels. If you want more information about the next one, visit microexpressionscourse.com

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