



## MEMBER PROTECTION INFORMATION OFFICER TAKEAWAYS – BODY LANGUAGE

- Body language is important in terms of communication
- You will be influenced by other peoples body language
- Body expressions are often symbols of power – the body expands when you want to be powerful and exert dominance
- Often you will do the opposite when others exert power on you – you will go ‘small’ when others expand and want to exert power
- Your body language can effect the way you feel about yourself
- Be aware of ‘high power’ and low power’ poses – do not use power poses when talking to a complainant – try to adopt a neutral pose – neither ‘high power’ or ‘low power’
- ‘Fake it until you can become it’ – try different poses and observe how it impacts on people you interact with
- As an MPIO it is likely that people who come to you are stressed in some way. It’s important that your body language doesn’t add to that stress or put up barriers to effective communication