An urban scowl.
A visual demonstration that face-to-face communication is more difficult than texting.
A natural eyebrow flash. In real-life situations, it doesn’t appear so exaggerated because it occurs very quickly... thus the term eyebrow flash.
Head tilts

It seems that the head tilt has universal “friend” appeal throughout the animal kingdom.
Can you tell which smile is the "real" smile and which one is "fake"? If you can't, don't despair. Actually, they're both real smiles!

The smile on the left is fake, the expression in the middle is neutral, and the smile on the right is real.
All examples of safe touching. At the beginning of a relationship, touching should be limited to touching between the elbow and shoulder and hand to hand.
An inward lean is receptive to relationship building. Inward leaning between people conversing indicates a positive relationship has already been established. Inward leaning in association with other friend signals such as smiles, head nodding, head tilts, whispering, and touching indicates an even closer relationship between the parties involved.
An eye roll

Furrowed eyebrows

An Attack Stance

A Scrunched Nose
Feet telegraphing a private conversation.

Feet askew invites other people to join the conversation.
Closed conversation

The members of this group are standing with their feet askew, which sends the message that they are willing to admit a new person to their group.
The man is displaying nonverbal cues indicating interest; the female is not.
5
SPEAKING THE LANGUAGE OF FRIENDSHIP

Pursed Lips

Lip Bite
Lip Compression

Lip touching demonstrates that the person is feeling uneasy or uncomfortable.
An intimate touch.

Staking a claim, but not a sexual touch.
Getting “groomed” is a sign of good rapport.
Examples of good rapport (top photo, mirroring clearly visible) and poor rapport (bottom photo, asynchronous posture and no mirroring in evidence).
The hair flip sequence
Torso repositioning sequence
Arm crossing provides a barrier.
(The backward lean demonstrates a lack of rapport.)
Cup movement helps you determine if rapport has been established.
The buildup of good rapport over time
BEHAVIORS THAT INDICATE THE PRESENCE OR ABSENCE OF RAPPORT

Here are some of the “tells” you will want to watch for in determining where you are in the rapport-building process.

<table>
<thead>
<tr>
<th>Friend Signals Signifying Rapport</th>
<th>Foe Signals Signifying a Lack of Rapport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eyebrow flashes</td>
<td>Furrowed eyebrows</td>
</tr>
<tr>
<td>Head tilt</td>
<td>Eye rolls</td>
</tr>
<tr>
<td>Frequent smiles</td>
<td>Cold stares</td>
</tr>
<tr>
<td>Mutual gaze</td>
<td>Prolonged eye closure and/or gaze aversion</td>
</tr>
<tr>
<td>Intimate touching</td>
<td>No (or very limited) touching</td>
</tr>
<tr>
<td>Isopraxism (mirroring behavior)</td>
<td>Asynchronous posture</td>
</tr>
<tr>
<td>Inward lean (toward another person)</td>
<td>Leaning away (from another person)</td>
</tr>
<tr>
<td>Whispering</td>
<td>Hair twirling (unless a “habit”)</td>
</tr>
<tr>
<td>Expressive gestures</td>
<td>Aggressive stance and/or attack posture</td>
</tr>
<tr>
<td>Open body posture</td>
<td>Closed body posture</td>
</tr>
<tr>
<td>Removal of barriers/obstacles</td>
<td>Creation or use of barriers/obstacles</td>
</tr>
<tr>
<td>Wide-open eyes</td>
<td>Eye squints</td>
</tr>
<tr>
<td>Puckering or licking of lips (women)</td>
<td>Fake yawns</td>
</tr>
<tr>
<td>Frequent nods</td>
<td>Negative head shakes</td>
</tr>
<tr>
<td>Sharing food (“food forking”)</td>
<td>Scrunched nose</td>
</tr>
<tr>
<td>Preening (“grooming”) your partner</td>
<td>Self-preening</td>
</tr>
<tr>
<td>Hair flip</td>
<td>Bitch flip</td>
</tr>
</tbody>
</table>

WHAT DO YOU SEE? TIME TO TAKE A TEST ON WHAT YOU’VE LEARNED!

On the PDF that accompanies this program you’ll find a series of photographs, each one accompanied by a question. Using the information you have learned in this book, answer the question to the best of your ability. Then check your responses against our answers found in the Appendix.
Identify the friend or foe signal depicted in the photograph.

Identify three friend signals depicted in the photograph.
(Difficult question): Identify (name) an additional friend signal not found in picture #2.

How good is the rapport between the individuals in this photograph? Using nonverbal behavioral cues, justify your answer.
How would you describe the way these individuals feel about each other? Use nonverbal cues to support your answer.

How would you describe the way these individuals feel about each other? Use nonverbal cues to support your answer.
Can you identify the friend signal not seen in any of the other photos that indicates good rapport between the two individuals?

How would you describe the way these individuals feel about each other? Use nonverbal cues to support your answer.
How would you describe the level of rapport between the two individuals in the photo? Use nonverbal cues to justify your answer.

(Difficult question): Who has the upper hand here, the guy or the gal? Use nonverbal cues to explain and justify your answer.
APPENDIX

Answers to “What Do You See” Quiz (page 181)

Picture 1: The foe signal depicted in the photo is the young lady yawning. However, this signal might not indicate that the young lady is bored with the young man. You should use an empathic statement to discover the source of her yawn.

Picture 2: The three friend signals depicted in the photo are (a) full smile; (b) head tilt; (c) mutual gaze. Also appropriate: (d) Open body posture.

Picture 3: The additional friend signal not found in picture #2 is the “palms up” displays in both the young man and woman.

Picture 4: The asynchronous posture between the two individuals signals poor rapport.

Picture 5: The young lady is leaning in and smiling, indicating interest; however, the young man, with his armed crossed and leaning backward, signals he is not interested in her.

Picture 6: The young man, smiling and leaning forward, indicates interest in the young lady, who, by her closed body posture (arms crossed) and skeptical eye signal, does not share his interest.

Picture 7: The friend signal indicating good rapport is “preening” (grooming your partner). In this case, it is the young lady straightening the collar of the young man’s shirt.

Picture 8: The young man is interested in the young lady based on his full smile and leaning-in, open posture. Unfortunately, based on the
young lady’s torso position, she probably doesn’t share the young man’s feelings, although in this case one would want to see a bit more of the girl’s nonverbal behaviors before ruling out any possible interest.

**Picture 9:** The rapport between the two individuals is very good. This can be seen in the (a) shared enthusiasm; (b) torso positioning: inward lean and open; (c) expressive gestures (including “thumbs-up” sign); (d) prolonged eye contact; and (e) smiles.

**Picture 10:** At first glance, it looks like the young man is in charge because he is pointing his finger. However, note that he is leaning backward. (Pointing a finger at someone while leaning backward is counterintuitive, you don’t stick your finger in someone’s face and lean away if you feel you’re in charge.) The young lady is displaying “arms akimbo” (an aggressive nonverbal signal) in an attempt to make up for the young man’s height advantage. The young lady has her head tilted, with the carotid artery exposed, signaling that she is not afraid of the young man. Diagnosis: The young man is on the losing end of this interaction based on his backward lean and the young lady’s nonverbal posturing, which indicates a lack of fear based on her aggressive stance.