**Section 3: Steps of a Sale**

**Lesson 2: Approach – Establishing Rapport**

**Body Language**

**Negative**

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|  | **Scenario** | **Reason** |
| 1. | You are meeting new people at your friend’s house party. You show up in a suit and tie. |  |
| 2. | The person you are meeting is pointing at people constantly. |  |
| 3. | The person you are meeting stares into your eyes. |  |
| 7. | The person you are meeting speaks in a monotone. |  |
| 8. | The person you are meeting has his or her hands crossed in front. |  |
| 9. | The person you are meeting has hands clasped behind his or her head. |  |
| 10. | The person you are meeting is standing with legs crossed. |  |
| 12. | The person you are meeting shakes your hand with both hands over the hand you extended. |  |
| 14. | The person you are meeting is moving hands and adjusting feet constantly. |  |
| 16. | The person you are meeting is sitting in a chair with elbows in beside his or her ribs. |  |
| 17. | The person you are meeting keeps glancing around the room. |  |