**Section 3: Steps of a Sale**

**Lesson 2: Approach – Establishing Rapport**

**Body Language**

**Positive**

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|  | **Scenario** | **Reason** |
| 4. | The person you are meeting maintains eye contact with you. |  |
| 5. | The person you are meeting leans in a bit when talking to you. |  |
| 6. | The person you are meeting is standing tall and evenly on both feet. |  |
| 11. | The person you are meeting is sitting in a chair with elbows on the outside of the chair. |  |
| 13. | The person you are meeting walks across the room deliberately with an easy stride. |  |
| 15. | The person you are meeting is smiling. |  |
| 18. | The person you are meeting keeps hand vertical and maintains an even pressure when shaking your hand. |  |