

Inappropriate Body Language

You can learn to control your body language. Here are six examples of inappropriate body language in a customer service setting.

Inappropriate Body Language	What you should do
Avoiding eye contact	Maintaining eye contact with a customer shows you are confident, and engaged. You will also be able to see what the customer's body language is towards you. You should keep eye contact but never glare or stare.
Bad Posture	You should keep your back straight and your head high. If you slouch or hang your head you look sloppy and uninterested. When you are talking one on one with a customer, you can lean slightly towards them but not too much or too close. You don't want to seem aggressive.
Extra body or hand and mouth movements	Biting or twisting your lips can make you look like you are holding something back. Your hands should always be visible and your palms should be open. If you tend to use hand gestures when you are talking try to keep them moderate and in control. Pointing a finger or making a fist looks threatening. Fidgeting can come across as impatience.
Invading personal space	A good rule of thumb is to stay at least one foot away from a customer at all times.
Having a defensive stance	Having your arms or legs crossed can make you look defensive.
Unhappy face	The most welcoming thing you can do is smile at someone genuinely. You should maintain a relaxed and friendly facial expression as you deal with customers.

Source: Adapted from <http://www.customerexperienceinsight.com/7-examples-of-body-language-that-destroy-sales/> (last accessed January 16, 2015)