

# Course COS04: Silent Selling - Using Body Language in Sales

## COURSE DURATION:

30 minutes

## TARGET AUDIENCE:

- Anyone keen to develop body language as part of their communication skill set

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Having completed this course the learner will be able to assess the degree to which he or she is currently able to use body language to improve their performance in interviews, meetings and presentations.

The structure and methodology of this course is different to that of others in the series. The course is intended as both a guide to using body language in the workplace, and a self-assessment to see how well the learner has absorbed the learning contained in the two other courses, COS01, 'A Background to Body Language', and COS02, 'Silent Speech – Understanding Body Language'.

This means that the learner will have a clear idea of the degree to which they are currently able to interpret and use body language.

This assessment course will enable the learner's manager to evaluate the degree to which effective practical application of body language skills is likely to take place.

## Course Content

- The course is a running assessment exercise that places the learner in the shoes of a manager conducting a performance review
- The assessment requires the learner to interpret the interviewee's body language and take appropriate action, as well as indicate the body language they feel appropriate for the interviewer

