



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

BODY LANGUAGE

& NON-VERBAL COMMUNICATION

MASTERCLASS



Follow us



Axon Consultancy Sdn. Bhd.

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
Taman Danau Saujana, 53300 Kuala Lumpur
jack@axonconsultancy.com | +6012 6159229



AN OVERVIEW

Effective communication extends beyond spoken words. Research indicates that a significant portion of human communication is conveyed through non-verbal cues such as facial expressions, posture, gestures, and tone. This masterclass equips participants with practical knowledge and applied skills to interpret, manage, and leverage body language to enhance professional presence, leadership effectiveness, trust-building, and interpersonal communication.

The programme emphasizes on behavioural competency development, experiential learning, and workplace application.

DURATION: 2 Days

WHO SHOULD ATTEND:

This program is suitable for individuals at all levels within an organisation, including:

- Managers and supervisors
- Team leaders and executives
- Corporate professionals
- Customer-Facing Professionals
- Entrepreneurs



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PROGRAMME OBJECTIVES

At the end of the programme, participants will be able to:

- Understand the principles and impact of body language and non-verbal communication
- Increase self-awareness of personal non-verbal habits and signals
- Accurately interpret body language cues in others
- Apply professional body language to enhance confidence, credibility, and influence
- Strengthen communication effectiveness in leadership, teamwork, customer engagement, and conflict situations

LEARNING OUTCOMES

Upon completion, participants will demonstrate:

- Improved behavioural awareness and emotional intelligence
- Enhanced professional presence and confidence
- Increased ability to build rapport, trust, and influence
- Practical application of non-verbal communication in workplace interactions
- Greater effectiveness in managing difficult conversations and high-pressure situations



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TRAINING METHODOLOGY

The programme adopts a participant-centred and experiential learning through:

- Instructor-led facilitation
- Group discussions and guided reflection
- Role plays, simulations, and case studies
- Peer feedback and experiential exercises
- Practical application linked to workplace scenarios



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Course Content

DAY 1: Foundations & Self-Awareness

Module 1: Introduction to Body Language & Non-Verbal Communication

- Definition and scope of body language
- Importance of non-verbal communication in the workplace
- Verbal vs non-verbal communication
- Common myths and misconceptions

Activity: Silent Communication Ice-Breaker

Module 2: Core Non-Verbal Cues

- Facial expressions and basic micro-expressions
- Eye contact: engagement, confidence, and discomfort
- Posture, stance, and spatial awareness
- Hand gestures and movement

Activity: Observation and Interpretation Exercise

Module 3: Self Body Language Awareness

- What personal body language communicates
- Identifying unconscious habits and signals
- Power poses and confident posture (health- and professionalism-focused)

Activity: Mirror Work and Partner Feedback



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Module 4: Emotional Awareness Through Body Language

- Reading emotions through non-verbal cues
- Identifying stress, fear, confidence, and interest
- Cultural sensitivity and contextual interpretation

Activity: Emotion-Matching Role Play

Module 5: Professional Body Language

- Body language in meetings and presentations
- Creating positive first impressions
- Sitting, standing, and walking with confidence

Activity: Mini Presentation with Facilitator Feedback

DAY 2: Reading Others & Applied Skills

Module 6: Reading the Body Language of Others

- Interpreting clusters of body language signals
- Open vs closed body language
- Congruence between words, tone, and actions

Activity: Video Analysis and Group Discussion

Module 7: Body Language in Communication & Relationships

- Active listening through non-verbal cues
- Rapport-building techniques
- Ethical mirroring and matching

Activity: Paired Communication Practice



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Module 8: Body Language in Leadership & Influence

- Leadership presence and authority signals
- Non-verbal persuasion and trust-building
- Managing difficult conversations non-verbally

Activity: Leadership Role-Play Scenarios

Module 9: Body Language in Conflict & Stress Situations

- Identifying defensive and aggressive cues
- Calming and grounding body language techniques
- De-escalation through posture, gestures, and tone

Activity: Conflict Scenario Role-Play

Module 10: Practical Integration & Mastery

- Workplace-based case studies
- PersonaKey do's l action planning
- and don'ts of body language

Activity: Final Simulation and Peer Feedback



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Trainer Portfolio: Ms Jegathiswari Seetha Raman (Arularase Baskar) HRDC Accredited Trainer |NLP Practitioner | Life & Mindset Coach | Emotional Intelligence Specialist

Jegathiswari Seetha Raman is an award-winning professional trainer with over 20 years of experience in corporate training, coaching, and personal development, renowned for her energetic facilitation style and ability to spark deep, lasting transformation. Armed with multiple certifications—including Master NLP Practitioner, Master Emotional Intelligence, Life Purpose Coach, and NLP in Sales & Persuasion—she has empowered thousands to elevate their communication, strengthen emotional resilience, and unlock high-performance mindsets. Her diverse career spans sales leadership, digital marketing, HRDC and Penjana programmes, and specialised coaching for both working professionals and retrenched individuals, giving her a unique blend of behavioural expertise and real-world business insight. A recipient of major industry accolades such as the National Education & Training Excellence Award and the Asia Lifetime Achievement Award in Learning & Development, as well as the author of *The Power of Purpose*, Jegathiswari delivers training rooted in authenticity, empathy, and purpose—helping individuals and organisations transform potential into meaningful, measurable results.

Areas of Expertise

- NLP & Emotional Intelligence
- Communication Mastery
- Leadership & Team Motivation
- Sales Psychology & Humanised Sales
- Mindset & Personal Transformation
- High Emotional Intelligence
- Goal Setting & Purpose-Driven Performance
- Coaching for Behavioural Change



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