

**MANAGED BY JIVAN JYOT TRUST  
J.Z SHAH ARTS & H. P. DESAI  
COMMERCE COLLEGE,  
AMROLI-SURAT.**

**Re-Accredited B++ (CGPA 2.94) BY NAAC (3<sup>rd</sup> Cycle)**

**Affiliated To Veer Narmad South Gujarat University, Surat**



**Certificate Short Term Course in  
“BODY LANGUAGE & MENTAL HEALTH  
STUDIES”**

**Total Hours: 30 Hrs.**



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## **Vision :-**

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a powerful, subconscious form of communication, and just like any other form of communication, it can be improved with practice. Whether in sales or management, it is essential to understand the body language of others and to know exactly what your own body is communicating.

## **Mission:-**

- Demonstrate different body language that help to minimize misunderstanding.
- Minimize intimidation through strategic body positioning.
- Use facial expressions to improve the understanding of the message being sent.
- Identify nonverbal clues the customer gives that indicate a potential problem exists and calm the customer with nonverbal action.
- Identify nonverbal cultural differences and use these differences to enhance communication.

## **Objectives: -**

- Develop an awareness of body language.
- Use movement and language to as a means of communication.
- Understanding body language and how to respond to difficult people.
- Using body language for yourself and your empowerment.
- Understanding different people.
- Teaching you something people rarely learn.
- Identify the messages being portrayed by yours and others Body Language.

## **Course Outcomes:-**

### **Intended Outcomes for the course**


- Practice nonverbal communication skills to help resolve differences of opinion.
- Explain how body language influences communication more than words.
- List the steps for identifying potential nonverbal barriers then explain how to eliminate these barriers.
- Explain the impact cultural differences may have on communication and how to redirect the situation.

### **Outcome Assessment Strategies**

- Demonstrate how to turn negative nonverbal communication into a positive encounter.
- Describe how attire can influence communication and how to either minimize or maximize the impact.
- Analyze a situation, identify the nonverbal communication used and describe how to redirect or correct the situation.
- Apply learned skills through an outside project.



# Syllabus

<b>Lesson 1 :- Introduction</b> <ul style="list-style-type: none"> <li>• The Parking Lot Explained</li> <li>• Course Objectives</li> <li>• Taking Action</li> </ul>	<b>Lesson 2:- Communicating with Your Body</b> <ul style="list-style-type: none"> <li>• Interpret a New Language</li> <li>• The Power of Paraverbal Communication</li> <li>• Bodies Speak Louder than Words</li> </ul>
<b>Lesson 3 :- How to Read Body Language</b> <ul style="list-style-type: none"> <li>• Head Movement</li> <li>• Translate Gestures into Words</li> <li>• Open vs. Closed Body Language</li> <li>• Watch Eye Movement</li> </ul>	<b>Lesson 4 :- Body Language Assumptions</b> <ul style="list-style-type: none"> <li>• Common Postures</li> <li>• Personal Space Invasion</li> <li>• Reactive Movements</li> <li>• Fidgeting and Boredom</li> </ul>
<b>Lesson 5 :- Male vs Female Variations</b> <ul style="list-style-type: none"> <li>• Facial Expressions by Gender</li> <li>• Personal Space Differences</li> <li>• Common Female Body Language</li> <li>• Common Male Body Language</li> </ul>	<b>Lesson 6 :- Nonverbal Signals</b> <ul style="list-style-type: none"> <li>• Gestures and Hand Signals</li> <li>• Sending Signals to Others</li> <li>• It's Not What You Say, It's How You Stand</li> <li>• What is Your Posture Communicating?</li> </ul>
<b>Lesson 7 :- Facial Expressions</b> <ul style="list-style-type: none"> <li>• Emotions Displayed</li> <li>• Micro-Expressions</li> <li>• Facial Action Coding System (FACS)</li> <li>• Universal Facial Expressions</li> </ul>	<b>Lesson 8 :- Body Language in the Workplace</b> <ul style="list-style-type: none"> <li>• Communicate with Power</li> <li>• Cultural Differences</li> <li>• Building Rapport and Trust</li> <li>• Using Mirroring</li> </ul>
<b>Lesson 9 :- Are They Lying?</b> <ul style="list-style-type: none"> <li>• Hand Movements</li> <li>• Forced Smiles</li> <li>• Eye Movement</li> <li>• Changes in Posture</li> </ul>	<b>Lesson 10 :- Using Body Language</b> <ul style="list-style-type: none"> <li>• Becoming Aware of Your Signals</li> <li>• Communicating with Confidence</li> <li>• Posturing Explained</li> <li>• Practicing in the Mirror</li> </ul>
<b>Lesson 11 :- Match Your Words with Your Body</b> <ul style="list-style-type: none"> <li>• Involuntary Movements</li> <li>• Say What You Mean</li> <li>• Staying Consistent</li> <li>• Actions Will Trump Words</li> </ul>	

# **SYLLEBUS OF MENTAL HEALTH STUDIES**

Module	Topics
1	Life Style and Illness
2	Various kind of stress, impact of stress
3	Management of stress
	<b>Psychology</b>
4	Thinking
5	Memory
6	Emotions
7	Personality
8	Psychological Changes during lifecycle
10	Mood Disorders
11	Anxiety disorders
12	Physical Health & Mental Illness
13	Addiction disorders
14	Old age Mental Health
15	Risk Behavior – Assessment & Management



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