



Nick Bishop Solutions

## How your behaviour can tell many stories!



### **Your behaviour and body language can paint a variety of pictures.**

Some time ago, I was on my way home from work, and fancied a quiet relax over a glass of red wine...Some “Me” time. Red wine is something that I enjoy...It has a very soothing effect. I knew the ideal place. It was on my way home, and a place that certainly while not cheap has been gathering an enviable reputation. From the outside, a very impressive build. A place that I had visited previously on occasion.

I approached the bar and everything was perfect...At first glance, the bar was nicely decorated and the bar looked welcoming. That’s when it all started to change.

The young man behind the bar approached me but rather than a warm and friendly welcome, his tone and manner was verging on arrogant and impolite. Such was his rush to pour my wine that some was spilt on the stem of my glass. Payment made I turned to find a table. I sat down...The wine dripped along the stem. I looked around the bar. I did not see the bar that I had seen before. The walls, the pictures, the décor...Not how I remembered it. Not half as nice!

**But nothing had changed...Only my perception and based on the performance of the young man behind the bar.**

When delivering workshops, I have given other examples of how behaviours change perceptions...And of things not related to the behaviour. One great example was of a couple visiting their local library. A dank and musty place. In need of some decoration. Usually the service was also a little lacking. On this occasion, new staff had been employed. Now polite, efficient, smiling and caring. On stamping the couple’s books, some friendly chat. A warm smile and farewell! On leaving the library, the couple were asked what they thought of the library.

***“Very nice...Much better...I think that it’s been redecorated!!”***

**Of course, nothing had changed...Purely the behaviour!!**

Always make sure that your behaviour and body language are saying the right things.

***“Naturally, my body language changes given whatever environment I'm in”.***

***Christina Ricci***