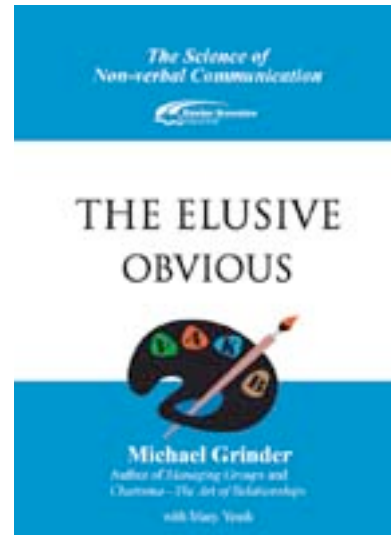


The Elusive Obvious – The Science of Non-Verbal Communication

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Summary:

Research indicates that 80-90% of all communication is nonverbal. Michael Grinder's delineation of the 21 patterns of what one can do with one's eyes, voice, body (including gestures and location) and breathing is a major breakthrough. What is amazing is that most of the patterns are cross-culturally accurate.

This work suggests that the difference between the science and the art of nonverbal communication is the following: the science is the acquisition of knowledge (i.e. the what of the communication) and a range of nonverbal strategies and intervention to deliver (i.e. the how of the communication) the knowledge. The art is the perception and timing of when to deliver the what and how of the communication.

Pivotal to Michael's discovery is the emphasis on breathing. He is able to behaviourally answer the perennial conundrum of "How does the practitioner know if one has permission to interact with another person?" If the other person is breathing high/shallow, the person is in stress and the practitioner doesn't have permission. Conversely, if the other person is breathing low/abdominally, the person is relaxed and the practitioner has permission.

This work behaviourally substantiates what most of us know intuitively. The second half of the book lists some common applications of the nonverbal communication patterns, making it a vital resource for anyone involved in communicating with others.

Supporting Resources:

- *ENVoY: Your Personal Guide to Curriculum Management (4278)*
- *Managing Groups: The Fast Track (MGA7700)*
- *A Healthy Classroom (MGA7694)*
- *Charisma: The Art of Relationships (MGA7724)*


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