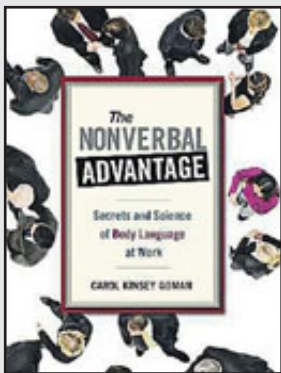


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The Nonverbal Advantage by Carol Kinsey Goman



Our non-verbal signals often betray our true intentions. But they can also be harnessed to influence people around you and counter attempts by others to covertly exert superiority in a meeting.

Think about this: How many of us realise that most people increase their feet movement when they lie?

According to the author, feet “fidget, shuffle or wind around each other or around the furni-

ture” when a person is not telling the truth.

And look out for tapping feet or what seasoned poker players called “happy feet” the next time you play poker. This is a signal of high confidence and means that the player’s hand is strong.

Speaking of confidence, few non-verbal signs can match the amount of confidence the “I-have-all-the-answers” posture exudes: Leaning back in your seat, with your hands behind your head and fingers interlocked.

The way to burst the air of superiority when someone is trying to intimidate you with this gesture? Hand him a document so that he has to move his hands from behind his head and lean forward to take it, and match his previous posture.

From head to toe, the author offers tips on how to decipher non-verbal signals and use them to your advantage in a business setting.

Learn to differentiate a fake smile from a genuine one and how to impress someone within seven seconds.

The book also touches on body language across different cultures, including how a “goodbye” wave can mean “come here” in Peru and an insult in Greece. — **LOH CHEE KONG**