



Observing

Nonverbal Behavior

An exhaustive guide to the essential skill of 'Social Intelligence'

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EXPRESSIONS AND GESTURES
FOR GREATER INTERPERSONAL EFFECTIVENESS

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Exclusive
Section on
Spotting Lies
&
Deception

Sandeep Atre, PhD

Observing Nonverbal Behavior
An exhaustive guide to the essential skill of 'Social Intelligence'

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Observing Nonverbal Behavior

**An exhaustive guide to the essential skill
of 'Social Intelligence'**

By

Sandeep Atre, PhD

About The Author

Sandeep Atre, PhD is the Founder-Director of **Socialigence** – an organization that specializes in the development of ‘**Social Intelligence**’ through its focused online-courses and customized workshops on ‘**observing nonverbal behavior and understanding emotions** for greater interpersonal effectiveness and self-management’.

He is also one of the Founder-Directors of CH EdgeMakers - a leading ‘Coaching and Training’ group of Central India. In his career of close to one and a half decade, he has trained thousands of students, and professionals of more than fifty corporate & institutional clients. He has featured at many prestigious platforms as a ‘Management Speaker’ and ‘Motivational Orator’ and has also served on various advisory and editorial boards.

He is also the author of “**Understanding Emotions Logically** – A layman’s guide to the foundations of **Social Intelligence**” and has also been a noted blogger on ‘personal and interpersonal’ matters.

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Acknowledgement & Disclaimer

Why you should read this book, why I wrote it, and who deserves to be acknowledged.

We all know ‘man is a social animal’. And the basis of our social being is ‘interpersonal communication’. One look at our evolution and it becomes clear that we are wired to connect, because there is no other way we would have survived all that we did. But are we connecting anymore? Look around and you would find that if not annihilated, the very basis of our social being is surely under serious threat.

At home, fathers are busy staring at their smart-phones, mothers are busy watching television, kids are busy with their videogames and teenagers are tuned into a song in the iPod. At workplace, bosses are busy looking at laptops and, employees are logged into the Social Networking Sites. The education seems to be changing as well. Teachers are looking at their PowerPoint Presentations rather than at students and, students are choosing online videos to learn from.

The scene in business is no different either. Customers are choosing e-commerce websites over a shopping experience and Customer Care Executives are busy checking out customer records in CRM software rather than relating to the very same persons standing in front of them.

Yes! We are looking less at people, listening to them less, being less mentally-present in conversations and are paying less attention to people’s reactions. Those speaking silences and subtle interactions of the past are today struggling in the impulsive hands of ‘Poke, Ping & Post’. And with decreasing attention span and declining face-to-face contact, people are finding it hard to relate to each other, connect with each other and hold on to relationships.

But can we change all that is happening around us? Not likely. However, what we can certainly do is to do one thing better – ‘Observe’. The biggest deliverable of this book is a renewed interest and caliber to pay attention to the people and to what they are conveying without saying it. And this simple change has the potential to enrich our lives as social beings to a great extent.

And I found myself in a fairly good position to write this book. Well! I am an entrepreneur in the domain of ‘education and training’ who has co-founded ventures that serve various segments of students and professionals. Over the years, the nature of my work has given me an opportunity to meet numerous people from all walks of life. And while training them on various attitudinal and behavioral aspects, I have had the privilege to observe them from a pretty close distance.

And what has given me the most satisfaction is helping people and bringing meaningful changes in their emotional selves and interpersonal relationships. That’s why our venture that is closest to my heart is the one that works on development of ‘**social intelligence**’. And we define **social intelligence** as ‘Observing nonverbal behavior and understanding emotions for greater interpersonal effectiveness and self-management’. While working on this venture and also during my Ph.D. research, I could see the enormous impact that ‘observing nonverbal behavior’ can have on our lives. Hence, this book...

I make no pretence of originality of the text, and while I have added my original inputs, major piece of knowledge in this book is credited to all those people whose work I have studied over the years (a list of source-reference for the text has been given towards the end). They are some of the greatest names in this domain viz. **Sir Charles Darwin, David Givens, Paul Ekman, Wallace V. Friesen, Desmond Morris, Joe Navarro, Daniel Goleman, Edward T. Hall, Albert Mehrabian, Sam Gosling, Ray L. Birdwhistell, Pamela Meyer, Allan & Barbara Pease,**

Peter Collett, Mark L. Knapp, Judith A. Hall, David J. Lieberman, Janine Driver, Philip Houston, Michael Floyd and Susan Carnicero, Frans De Waal, Malcolm Gladwell, Salman Akhtar and respected others.

Yes! The content of this book comes from the assembled knowledge from the writings of these great men and women. So then, what is my contribution to this work? Well! I write this book in the capacity of a ‘teacher’. I believe that a teacher’s job is to **select, edit, simplify and convey** ‘ideas that matter’. He is the bridge between the geniuses and the laymen. For this book, I play that role.

A word on accuracy of the content in this book. Well! Nonverbal behavior, although has strong scientific roots, is still a domain with a lot of subjectivity involved. Thus, the complexity and dynamicity of the field and the diversity of sources of information makes a case for a strong recommendation for discretion in usage of any piece of information given in this book.

So, this book has a potential to make a big difference in the way you look at people. And if it happens then, there are subsequent positive-changes assured in the way you communicate and relate with them. And that’s what the purpose of this book is – to enrich your emotional lives. I am sure that all great names whose work features here would agree that eventually, they all wrote hoping to do the same.

Sandeep Atre, PhD

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INTRODUCTION

Why it is important to observe nonverbal behavior, and how this book approaches it.

Have you ever wondered why a lot of people find the company of animals or kids most pleasant and relaxing one? Well! It is because, with them, *‘What you see is what you get’*. On the other hand, every other interaction in a civilized world, with socially-groomed grownups, is multilayered. You have to constantly play the guessing-game for intents and motives – “Does he really mean what he says”? “Does she really feel how she emotes”? “Does he really believe in how he acts”? ...

Yes! Genuineness became the biggest victim of civilization. As humans started living in groups and continued to knit the webbings of interdependence, they also learnt the art of diplomacy – the ability to ‘not displease anyone’ and still derive the most desired outcome from a situation. But then, what began as a required effort to work one’s way through the new, evolving and complex system of community-living also took an alternate form of a slightly distorted concept – manipulation.

Advent of language only complicated the matters further. Evolving pushes-and-pulls of social apparatus were already teaching humans their new codes-of-conduct on regulating their emotions and expressions. And then words came and added to this whole scheme an entirely new aspect. The most interesting thing about words is that they are notional in nature. They need not to be rooted in sincere settings of our animal-reality. Thus, they could also be used at will for not only hiding a socially-inapt expression, but also for conjuring up such representations that suit one’s ulterior motives.

By then the humans had already become the master-manipulators of the animal-world, and this training for becoming social-beings also tended to gravitate towards becoming a perfect tool for maneuvering – thus further widening the gap between the deliberate ‘thoughts’ and the instinctive ‘emotions’. Yes! Although both thoughts and emotions are immensely intertwined, they are essentially different. And while thoughts can be elaborately varied, emotions they lead to are more standard and

“Words express thoughts...Body expresses emotions”!

Every interaction in civilized world is multilayered.
You have to constantly play the guessing-game for intents and motives –

“Does he really mean what he says”?

“Does she really feel how she emotes”?

“Does he really believe in how he acts”? ...

Yes! Genuineness became the biggest victim of civilization.

And our training for becoming social-beings has become a perfect tool for maneuvering – thus further widening the gap between the deliberate ‘thoughts’ and the instinctive ‘emotions’.

This makes observing nonverbal behavior immensely important, as that is what helps you develop an understanding into people’s emotional realities.

Observing Nonverbal Behavior

An exhaustive guide to the essential skill of ‘Social Intelligence’

rises way above run-of-the-mill ‘How to’ books on body-language and operates through a strong conceptual base.

Its focus on delineating the science behind the subject and simplifying it for utility makes

it one of the most comprehensive and lucid works in the domain.



Sandeep Atre, PhD



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