



The Nonverbal Advantage: Secrets and Science of Body Language at Work

Carol Kinsey Goman

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The workplace is a "blink" world. Studies show we form opinions of one another within 7 seconds of meeting, and that 93% of the message people receive from us has nothing to do with what we actually say. Good nonverbal communication skills are a huge professional advantage. Carol Kinsey Goman combines the latest research and her 25 years of practical experience as a consultant, coach and therapist to offer a fun and practical guide to understanding what we and the people we work with are saying without speaking. Goman writes in an informal, conversational tone, illustrating her points with cartoons, photos and anecdotes, and she includes dozens of simple and enlightening exercises readers can practice to gain control over the message their body is sending. "The Nonverbal Advantage" will help readers communicate far more effectively, understand those around them more completely, and project a more accurate picture of who they really are to their colleagues, clients and partners.

The Nonverbal Advantage: Secrets and Science of Body Language at Work Details

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Tiago says

I love studying Body Language and this book was new to me. I had already read and reviewed other books here but this one struck out. It has some information the others don't have, although at some point they all say the same thing. I think these books should focus more on the body-mind connection and not generalize so much. I.e.: What does it mean when a combination of eye twitching/hand raising/foot stomp occurs?

Overall a good book.

Chana says

Informative and interesting, written simply with plenty of photos for examples and cartoons to keep you laughing. I enjoyed it and learned quite a bit as well.

Angela says

Good photos, and carefully documented nuances with the standard 'cluster caveat' to help with translation.

anna b says

Nothing that anyone who has been in the workforce long enough don't know. Reading about body language puts it into the conscious mind so that we can be more careful about how we present ourselves. Nothing revelatory.

VeeDawn says

It was interesting to read this book. It was our book club selection for the month. I find myself watching people's body language now. I am always wondering if there is more to what they are feeling than what their body language shows. Maybe they are folding their arms because they are cold rather than closed off. Maybe they are being reverent!

Michael says

I am studying Sociology in school but always been intrigued with human body language. I remember being

fascinated by a person who was able to read me by my body language. Not only was he accurate the way he described me in words, but I was impressed of how he was able to predict what I was thinking. Studying me, the topic of nonverbal language really sparked my interest to the topic. Needless to say, I was excited about reading this and this did not disappoint me in any way.

Shaking hands, nodding your head, folding your arms, etc it says so much without saying anything! I remember reading the section about job interviews, how if you do not make direct eye contact, your chances of being hired are very slim. It does not matter if you are qualified for the job or not, an employer would just eliminate your chances of being hired just based on little details as that. Also I really liked how the book included tips on how to behave in a workplace or in a social circle. The pictures that accompanied the book was factual and it really taught me to monitor how I behave with others.

Highly recommended for people who wants to know how their nonverbal language can be a good or a bad thing!

Eric Anest says

Not a bad book, but nothing I haven't read elsewhere. If I owned it (I borrowed this copy from the library), I'm sure I would refer to it occasionally.

Nguyen Linh Chi says

B?n nào mu?n tìm 1 cu?n sách ng?n g?n và xúc tích v? body language n?i công s? nên ??c cu?n này. ??c xong mu?n tìm hi?u sâu h?n thì ??c thêm The Definitive Book of Body Language c?ng ???c.

Note l?i vài ý:

- 5C trong first impression:
- + Context
- + Clusters: C?n ít nh?t 3 body language cùng 1 th?i ?i?m ?? k?t lu?n thái ?? c?a ng??i ??i đi?n.
- + Congruence: C? ch? ph?i th?ng nh?t v?i l?i nói. ?nh h??ng c?a 1 thông ?i?p ch? ??n t? 7% l?i nói và 38% gi?ng nói, nh?ng body language chi?m t?n 55%.
- + Consistence: Chú ý quan sát 1 ng??i trong ?i?u ki?n bình th??ng c? x? nh? th? nào ?? th?y s? khác bi?t c?a ng??i ?ó trong tr??ng h?p b?t th??ng.
- + Culture

- Nghiêng ng??i v? phía tr??c khi trò chuy?n.

- Trong công vi?c nh? ?i?u ch?nh ánh m?t ? vùng tam giác t?o b?i 2 m?t và trán c?a ??ng nghi?p (Cái này c?n nh?!!). ?? ý màu m?t ng??i ??i đi?n. Không nên nhìn ch?m ch?m. Vùng tam giác t?o b?i 2 m?t và mi?ng ch? dành cho giao ti?p thông th??ng.

- Nh? v? quá kh? m?t h??ng v? bên trái, sáng t?o hình ?nh m?i m?t h??ng v? bên ph?i.

- Các bi?u hi?n c?a s? gi? t?o:

- + Body language 2 bên m?t không cân x?ng.

+ 1 c? ch? đi?n ra trong >5 giây.

+ L?i nói không ?i kèm v?i c? ch? (ho?c ?i tr??c).

- ?? ??u th?ng khi giao ti?p trong công vi?c. G?t ??u 3 l?n nh?ng lúc c?n thi?t.

- **Trong cu?c h?p, th?y ??ng nghi?p s? m?i, c?m, mi?ng ho?c sau gáy, gõ tay xu?ng bàn, ch?ng c?m hay nh?t b?i v?i trên áo, nên d?ng l?i h?i h? có th?c m?c gì không (Cái này ph?i nh?!!).**

- ?? các ngón tay th?ng, ch?m vào nhau khi nói chuy?n, ?? m? lòng bàn tay khi thuy?t trình.

- Dang chân r?ng b?ng vai, chia ??u tr?ng tâm vào 2 chân khi thuy?t trình.

- Khi ??n g?n 1 nam ??ng nghi?p, ??ng bên hông anh ta. Khi ??n g?n 1 n? ??ng nghi?p, ??ng ??i đi?n cô ?y.

- **G?i tên ??i ph??ng khi giao ti?p.**

- ??ng th?ng, ??n ng?c, ng?ng cao ??u.

- Nên bi?u l? c?m xúc b?n thân nhi?u h?n.

PlatKat says

This book provides a high-level summary of societal norms to which many of us have grown accustomed, but some of us may still not understand. Much of it seemed like filler to me, although it could be useful to someone with autism or a similar social handicap.

I did, however, take away two pieces of knowledge regarding women in the workplace. The first was the business vs. social gaze. I am more mindful of it now, as I tend to look at a person's entire face when they're talking to me. The book suggests you direct your attention to the person's forehead rather than their lips. Looking at one's lips in a subconsciously flirtatious move that could have disastrous results in the wrong setting. (That explains so much!)

The second was the feminine head tilt. I know I do this in pictures, and now I'm trying to be more aware of it when I'm talking to coworkers. Again, it's considered a signal of flirtation, and it should be avoided. Hooray for being aware of one's own body!

I also didn't know that when you nod your head at least three times while someone is talking, the person will talk three to four times more than usual. That might be a fun experiment to try. The book was peppered with several others, but some of them were kind of hokey and pointless. This was the only one that struck me as particularly beneficial.

I did not agree with the segment on touching. They seemed to try too hard to make a case for doing it, and I'm a big fan of respecting others' boundaries, erring on the side of caution if you don't know them well. One study showed that waiters that touched their clients more made more tips. But that's One Study. Don't. Touch Me.

Maybe I'm not the best person to critique this book...

Nhã Tr??ng says

Cu?n sách phân tích r?t rõ nh?ng "s? th?t không l?i" thông qua các b? ph?n trên c? th?. ?ây là s? l?a ch?n không th? thi?u cho nh?ng b?n quan tâm ??n tâm lí h?c, ngôn ng? c? th?.
?i?u thú v? mà tôi nh? nh?t: ? Bungari, g?t ??u có ngh?a là "không", còn l?c ??u l?i là "có".

Emma says

Red through it quick but it was very basic.

Mac says

In order to read people accurately, a lot of times it's not what they say, but how they say it. A person could say "I love you" with the tone of a voice of a preacher praying in a church, whereas the other person might say the exact same thing with a totally different result from the receiver. This book lets the readers understand a deeper depth of the human mind by making them more aware of the signals sent through the recipient's body. Every little movement means something, and usually they matter more than words, influencing the rapport of the individuals involved.

Semiophrenic says

Very easy to read: a good amount of illustrations and passages are calculated to end where pages end. Also easy to read because most of it is just paraphrasing of earlier popular books on body language. In fact most popular books on body language are based mostly on other popular books on body language. This author is most notable for having her own mnemonic system: "The Five C's of Body Language" consist of context, clusters, congruence, consistency and culture.

Dan says

We are built to send and receive non-verbal body language. Some of us are more tuned to it then others which gives that individual an advantage in some situations.

Decoding non-verbal body language is useful the more you get to know someone. You can't make a blanket statement on a certain posture or eye look unless you know a person's baseline non-verbal language.

It was a fun read though and if I really wanted to get good at it, then I would have to buy the book and practice every day.

AJ Conroy says

Disappointing. Little to no insight that couldn't be had from reading an About.com article. Did you know that crossing one's arms conveys hostility? Really?? Reads too much like a powerpoint presentation with just that much depth.
