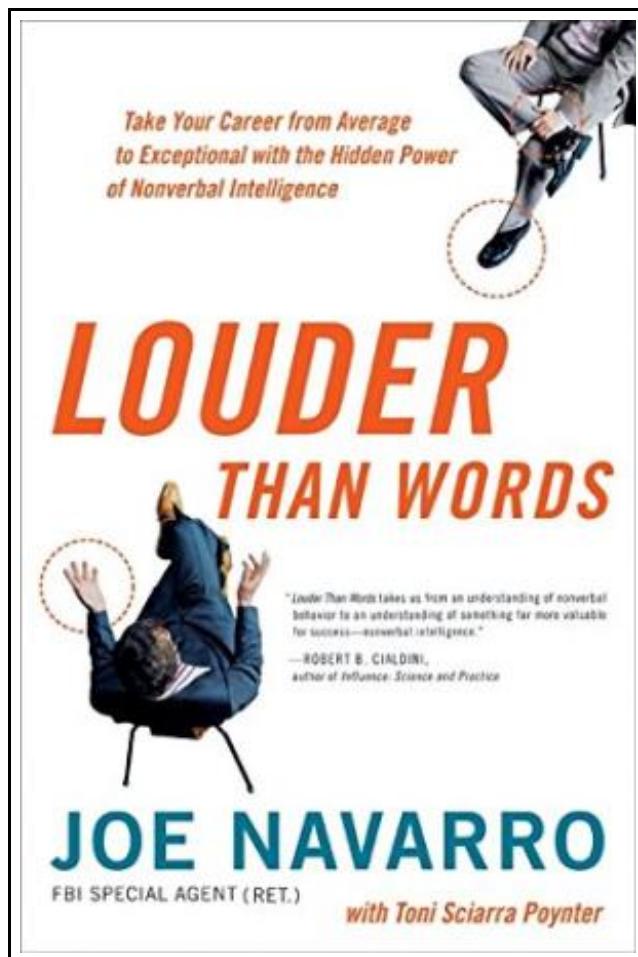


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HarperCollins Publishers Inc, United States, 2010. Hardback. Book Condition: New. 229 x 155 mm. Language: English . Brand New Book. Why is it that some people have all of the elements of success - education, skills, integrity, motivation - but can't seem to move from effectiveness to excellence in their careers? Finally, behaviour expert Joe Navarro reveals the long-sought answer. Louder Than Words teaches how to master nonverbal intelligence, the ability to read, interpret, and utilise nonverbal signals-or in poker terms, tells - in the workplace to influence, persuade, and assess others in real time. Drawing on his decades of work in the behavioural sciences, Navarro shows how to use his simple yet powerful comfort/discomfort model to decode nonverbal behaviour and gain crucial insights about what's really being said at meetings, interviews, negotiations, presentations, business meals, and more, including the casual yet critical water cooler exchanges that are the driving force of an organisation. Following his advice, anyone can jumpstart their career as they discover how to: read body language to understand what others are thinking, feeling, or intending; instantly detect nonverbal cues of concern, disagreement, or doubt-even on the phone; master the all-important first impression; assess clients or interviewees while simultaneously influencing them; recognise habits that send the wrong message, from nail biting to inappropriate attire-and what a person's posture, work practices, workspace, accoutrements, and electronic habits say about them; use settings, seating, and gestures strategically to inspire and captivate; and, become culturally aware and gender-sensitive, from best handshake practices to personal space preferences.

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