

as he speaks (expression of inner feeling—disappointment? sadness?).
 And the words?
 He *says*, "Fine" . . . "great." "No, no—believe me."

Words vs. Movement

Words may be the basic currency, but non-verbal communication (body language) is the other dictionary we use. Each is powerful and eloquent in different ways, but non-verbals have a much more direct effect on how we process information and our feelings about the teller.

- Words are cerebral. They're symbols, requiring us to translate those symbols mentally into meaning.

- Non-verbal body language is visceral. We absorb its meaning instinctively, through the gut, not the head. We *feel*—we don't *think* about what it means.

- Words are self-edited. They're controlled. Through training we pick what we say. We filter our choices through the constraints of our self-protective superego. We verbalize only what seems fitting, non-damaging, or not too revealing. Your listeners know that because we all do it.

- Body language is not edited. Posture, gesture, movement are unconscious. Involuntary. Spontaneous. And we all know that, too. That's why we use body language as our best measure—our barometer and truth teller—about what's really happening and what any communicated message really means. Remember the scene with Jack?

- Words are specific. Although they can suggest, as symbols they mean specific things and call forth the same images for all of us. "Nose" is nose. "Window" is window. "Three o'clock" says only (O to everyone at once. Words explain concrete ideas and facts. ^—'

- Body language needs interpretation. Movement, posture, gesture, and space relationships are unique and highly individual, demanding interpretation. They deal with nuance, with feeling, with degree. They can't say exactly (Q , but they can say how you *feel* about the fact of Qy . Think of—and actually try to do—the gestures that say:

"Oh, I'm late!" or, "What, already?" or, "Finally! "