

# What Every Body is Saying

**It's estimated that as much as 80% of our interaction with others is through non-verbal communication, or body language.**



**1** The man sat at one end of the table, carefully planning his replies. He wasn't considered a major suspect in the murder case. He had an alibi which was credible, and he sounded sincere, but the agent pressed on, and asked a series of questions about the murder weapons:

'If you had committed the crime, would you have used a gun?'

'If you had committed the crime, would you have used a knife?'

'If you had committed the crime, would you have used an ice pick?'

'If you had committed the crime, would you have used a hammer?'



- 2** One of the weapons, the ice pick, had actually been used in the crime, but that information had been kept from the public. So, only the killer would know which object was the real murder weapon. As Joe Navarro, the FBI agent, went through the list of weapons, he observed the suspect carefully. When the ice pick was mentioned, the man's eyelids came down hard, and stayed down until the next weapon was named. Joe immediately understood the significance of the eyelid movement he had witnessed, and from that moment the man became the chief suspect. He later confessed to the crime.
  
- 3** Joe Navarro is credited with catching many criminals in his 25-year career with the FBI. If you ask him how he has been able to do this, he says, 'I owe it to being able to read people'. In his best-selling book *What Every Body is Saying*, he teaches us how to decipher other people's non-verbal behaviour, and thus to enable us to interact with them more successfully.
  
- 4** 'When it comes to human behaviours,' he says, 'there are basically two kinds of signs, verbal and non-verbal, e.g. facial expressions, gestures, etc. All of us have been taught to look for the verbal signs. Then there are the non-verbal signs, the ones that have always been there but that many of us have not learnt to spot because we haven't been trained to look for them. It is my hope that through an understanding of non-verbal behaviour, you will achieve a deeper, more meaningful view of the world around you – able to hear and see the two languages, spoken and silent, that combine to present human experience in all its complexity.'