

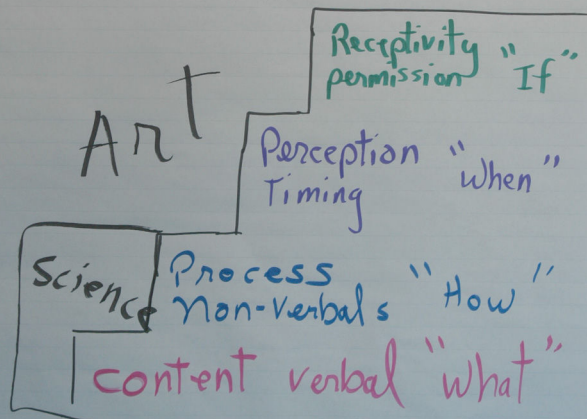
## Focuses

- observe & understand an individual's behavior  
... feedback
- observe group dynamics  
... to facilitate ... group learning.
- where & when to use psychological & Behavioral models

9:00 - 5:00 (Fri, 9-4) Breaks 10:30 3:00  
Lunch 12:15 - 1:30

Baby watch

## Model of Professional Development



# Non Verbal Intelligence

The ability to

◇ Recognize

◇ Label

◇ Predict

◇ (Respond)

to patterns of communication

# Models of change

Psychological

Behavioral

inside-out

outside-in

Retreat

more powerful

more acceptable

questioning strategies

Permission

intuition without evidence is dangerous

Experience

Articulation

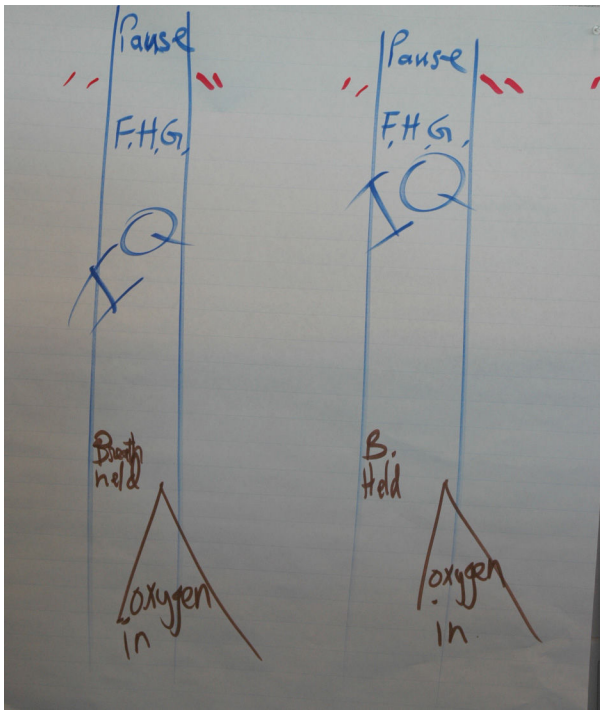
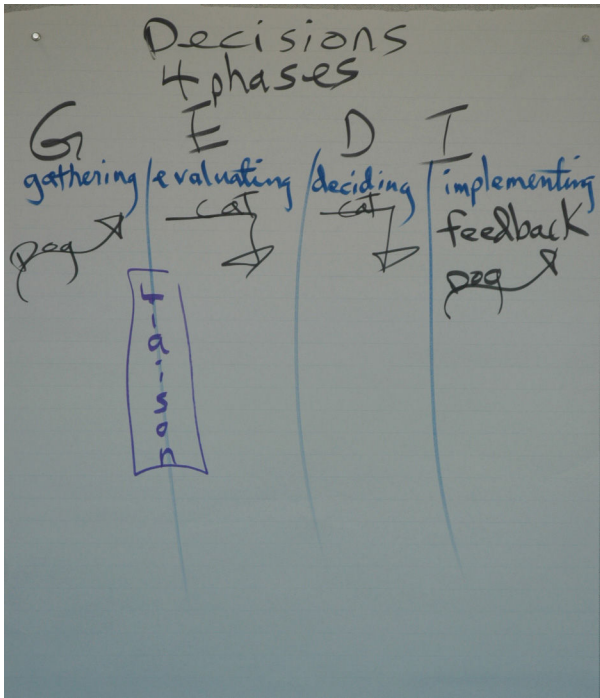
Voluntary

# Pentimento

The study of non-verbals

- |                         |                 |                    |
|-------------------------|-----------------|--------------------|
| <b>Visual</b>           | <b>auditory</b> | <b>Kinesthetic</b> |
| 1. ■                    | 4. ■            | 7.                 |
| 2. ■                    | 5.              | 8.                 |
| 3.                      | 6.              | 9. ■               |
|                         |                 | 10.                |
|                         |                 | 11.                |
|                         |                 | 12.                |
|                         |                 | 13. ■              |
|                         |                 | 14.                |
| <b>Breathing</b>        |                 |                    |
| 15.                     |                 |                    |
| 16.                     |                 |                    |
| 17.                     |                 |                    |
| 18.                     |                 |                    |
| 19.                     |                 |                    |
| <b>Special Patterns</b> |                 |                    |
| 20.                     |                 |                    |
| 21. ■                   |                 |                    |

	<u>credible</u>	<u>approachable</u>
<b>Talking</b>	head voice intonation	still flat ↓
		bobs rhythmic ↗
<b>Listening</b>	Back Head eyecontact sounds	straight top of shoulder still allowed to break silent
		leans forward tilted bobs *keep encouraging
<b>Summary</b>	still & straight	moves & bent
<b>function</b>	sends info	seeks info
<b>gender</b>	male	female
<b>positional</b>	higher	lower



Topic weather?  
 cat Better  
 & worse  
 b. average

Voice patterns of Domination

initiate view	Result
→	interrogated by →
↓	interviews <sup>Dog</sup> <del>rule</del> Gold expert

proposer  
 be yourself  
 place  
 events  
 invite  
 hours  
 food

credible

approachable

① 80/20

② It stress

③ So what

one more idea

you think we should do.

**Oral** vs. **Visual**  
 P. "Thank you for <sup>eye contact</sup> coming."  
 "our topic is <sup>flip chart</sup> X"  


---

 I. ~~I~~ "I thought we ~~were~~  
 were going to cover Y?"  


---

**Oral**  
 Looking I  
 K  
 A  


---

**Visual**  
 Look  
 flip chart

Instead of having "Trust"  
 as a prerequisite P. 13  
 make it a by-product  
 people follow the eyes  
 not the hand.  
 "manage the behavior  
 not the person."

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Eye contact  
 2 pt.  
 3 pt.

The diagram shows two heads with eyes. Green arrows indicate eye contact between the eyes of the two heads. Below the heads is a list of points: 1, 2, 3, 4.

