

Now pick the various areas you want to explore. A good starting point is the second floor of the House: **Non-verbal Communication**.

Study the following YouTube introduction to our work: "[The Elusive Obvious: The Study of Non-verbal Communication](#)." And you might want to [check out the resources we have](#) on our site related to the *Elusive Obvious*.

Pentimento Patterns Questions and Answers

Visual

1. Explain the importance of the differences between *1-point*, *2-point*, *3-point*, and *4-point* conversations.

1-point = when referring to self, during transitions between topics and to increase visceral tendencies.

2-point = when the two people are looking at each other.

3-point = when the two people are looking to one side; usually at a visual representation of something volatile.

4-point = is other than 2- and 3-point; often the 4th point is a *phantom person(s)*.

2. Why is it important to be able to *see where you are not looking*?

So that when we are looking at the 3rd or 4th point, we can still notice the other person's reactions.

3. Explain the importance of the *eye & hand coordination*.

Since the listener consciously follows the speaker's eyes and since where we point is usually where we want the listener to look, we want to coordinate our eyes and *hand* to be focused in the same location the listener will follow.

Auditory

4. When do we want to use a *credible voice pattern*?

When sending information; to increase importance; to express vehemence.

- a. When do we want to use an *approachable voice pattern*?

When seeking information.

- b. Outline the difference between the two voice patterns during the *Three Phases of Conversation*:

- while pausing
- while speaking
- while listening

	Credible	Approachable
pausing	stillness and silence	sounds and movement
speaking	still head flatness of voice intonation curls down	bobs head rhythmic voice intonation curls up
listening	sits straight still head is silent	leans forward bobs head makes sounds

- c. What is the relationship between *voice patterns* and *Positional Communication*?
 The higher position tends to use the credible voice
 The lower position tends to use the approachable voice

5. Besides the qualities of *credibility* and *approachability*, what are two other voice qualities and what effect do they have on the listener?
Speed and *volume* are the other two voice qualities. When the speaker talks fast and loud, the listener's metabolism increases; when the speaker talks low and slow the listener's metabolism decreases.
6. What effect does the *ABOVE (Pause) Whisper* have on the listener, and when do we want to use it?
- Effect: interrupts or freezes the listener
 - Used when getting the other person's attention

Kinesthetic

7. What effect does touch and proximity have on people?
 Touch and proximity affect people's metabolism. If the practitioner has permission, then the person's metabolism often decreases; without permission, the metabolism increases.
8. Explain what *decontamination* is; how is it done, what effect does it have on the other person and when do we want to use it?
- Decontamination is the use of more than one location.
 - Decontamination is done by establishing a second location with a *pretense* (e.g., "Before we begin ..."). The return to the first location is done via *Break & Breathe*.
 - The effect of decontamination is that it sorts information for the listener.
 - It is especially used when some information is other than positive.

9. What is the *Frozen Hand Gesture*, what effect does it have on the other person and when do we want to use it?

- It is a gesture held during a pause.
- The effect it has is that it interrupts or freezes the listener.
- It is done when getting a person's attention.

10. What are the *quadrants* (4 locations) of gesturing. How and when do we use each?

- The four quadrants are self, listener, toward the two sides.
- It is done by coordinating the eyes & hand toward a location.
- It is used between self and other(s) when referring to relationships and solutions. Off to one side for the volatile information, and towards the other side wall when referring to people and situations not present.

11. Explain the concept of *Gestures that Assign Attributes* and give two examples.

When the verbal content that is spoken is other than factual, the positive or negative values spoken can be unconsciously conveyed to the listener through gestures.

12. What are *gestures of relationship*?

Gesturing back and forth between self and listener

13. What are the kinesthetic behaviors of *high expectations*?

When not gesturing:

- forearms at side
- forearms parallel to ground
- combination of one forearm at side and the other parallel to the ground.

14. What is the kinesthetic equivalent of *credibility* vs. *approachability*?

<i>credibility</i>	vs.	<i>approachability</i>
stillness		movement
high expectations		(opposite from high expectations)
weight on both feet		weight more on one foot
toes pointed ahead		fashion posture

Breathing

15. *BLIP* is the single most important non-verbal variable to observe. What is it and why is it important?

BLIP stands for **B**reathing **L**evel **I**ndicates **P**ermission. Breathing level is the only reliable non-verbal indicator of one's permission level because it is cross-culturally accurate.

a. Explain the relationship between *breathing* and *permission*.

When the person is breathing low/abdominal, the permission is high.

When the person is breathing high/shallow, the permission is low.

16. What are the indicators of *inhaling* and *exhaling*?

	<i>Inhale</i>	<i>Exhale</i>
head	moves back	moves forward
shoulders	move up and back	move down and concave
clothes	smooth out	wrinkle

a. What are the indicators of *high/shallow* and *low/abdominal breathing*?

	<i>High/Shallow</i>	<i>Low/Abdominal</i>
movement	jerky	fluid
talking	"Uh!"	fluidity of finding words
repose	stiff	still

17. What is a *simple way* to increase a listener's intake of oxygen (get the person to breathe lower)?

Talk lower and slower.

a. What is a *sophisticated way* to increase a listener's intake of oxygen?

Talk during the person's exhale and be silent during the person's inhale. There are Kinesthetic and Visual equivalents.

18. What is *Break & Breathe*, how is it done, what effect does it have on the recipient, and when to use it?

What—#1 stress management technique (variety of acceptable answers)

How—breaking a body posture while simultaneously breathing

Effect—causes amnesia

When—when the speaker wants to do decontamination

19. What is *Pause, Breathe & Join*, how is it done, what effect does it have on the recipient, and when to use it?

- It is a dramatic way to join pieces of content together

- It is done by pausing with a frozen hand gesture. During the pause, breathe – and just as the speaker resumes talking, the speaker moves his/her hands.
- The effect it has is that the listener remembers and is mesmerized by the dramatic marking off and joining of content pieces.

Special Pentimento Patterns

20. Explain the connection between voice and breathing patterns and the listener's interpretation of the speaker?

It is not the voice patterns of *credibility* and *approachability* that influence the listener as much as the breathing pattern employed when utilizing the different voice patterns.

When the speaker is breathing high/shallow while employing a credible or approachable voice pattern, the listener interprets the speaker as being angry or pleading.

When the speaker is breathing low/abdominal when employing a credible or approachable voice pattern, the listener interprets the speaker as definitively sending or seeking information.

21. Explain the concept of *Pause and Look Intelligent*; how to do it, when to use and the effect on the other person.

The pause is the single most powerful non-verbal maneuver.

Increase one's "intelligence" quotient.

Allows breathing for both the speaker and listener.

Usually done with a *Frozen Hand Gesture*.

It sets up for the *Break & Breathe*.

Additionally, it allows us to do input on how the other person is responding.

How Not to Get Shot!

How Not to Get Shot! is the second half of *The Elusive Obvious: The Science of Non-verbal Communication*. While the Pentimento are the 21 patterns of non-verbal communication, "How Not..." is the favorite packaging of those patterns.

1. Why is visually representing volatile information important?

By representing volatile information visually, the practitioner can separate him/herself as the messenger from the message. In addition, the communication tends to switch from being *orally-oriented* to being more *visually-oriented*.

2. Why do we want to put visual representation of volatile information off to the side?

By putting the volatile information that is visually represented off to the side, the messenger and the message are disconnected. The emotions of the parties present are decreased.

3. Why do we need to look at the information off to the side?

Because the listener follows the practitioner's eyes – and the practitioner wants the listener to focus on the visual representation of the volatile information – the practitioner needs to look at the information. This is best done with an eye & hand coordination.

4. Why do we want to use third person pronouns?

When first person, singular, pronouns (i.e., "I", "me", "mine") and second person pronouns (i.e., "you" "your") are employed, there is an increase in possessiveness and defensiveness; third person pronouns increase objectivity.

5. What are the advantages of separating the *problem* from the *solution*?

The advantages of separating the problem from the solution include:

- The problem is the paper and the solution is the people present.
- Locations have memories and the negative memories are associated with the paper.
- Separates the parties' *position* from their *person*.
- Decontamination is possible, and with it amnesia.

6. Why do we want to use an approachable voice when looking at the other person?

Why do we sometimes want to use a credible voice when looking at the paper?

Since the approachable voice elicits input from the listener (and the practitioner wants the other party to be part of generating the solution), the practitioner employs the approachable voice when looking at the other party. Often the practitioner wants to convey the vehemence/importance of the issue that is represented by the paper, and therefore employs the credible voice when looking at it.

7. Why is it more advantageous to use *specific descriptions* instead of *interpretations*?

Interpretations allow a wider range of meaning than *specific descriptions*. This is especially important when conflict resolution is involved. When attempting to identify the problem, more emotions arise when interpretative words are used. When generating solutions, the interpretative words are too abstract to foster a clear understanding.

8. Why do we want to sit at a 90° angle with the other person?

b. Outline the difference between the two voice patterns during the *Three Phases of Conversation*:

c. What is the relationship between *voice patterns* and *Positional Communication*?

5. Besides the qualities of *credibility* and *approachability*, what are two other voice qualities and what effect do they have on the listener?

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b. Explain the relationship between *breathing* and *permission*.

16. What are the indicators of *inhaling* and *exhaling*?

b. What are the indicators of *high/shallow* and *low/abdominal breathing*?

17. What is a *simple way* to increase a listener's intake of oxygen (get the person to breathe lower)?

a. What is a *sophisticated way* to increase a listener's intake of oxygen?

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19. What is *Pause, Breathe & Join*, how is it done, what effect does it have on the recipient, and when to use it?

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2. Why do we want to put visual representation of volatile information off to the side?
3. Why do we need to look at the information off to the side?
4. Why do we want to use third person pronouns?
5. What are the advantages of separating the *problem* from the *solution*?

6. Why do we want to use an approachable voice when looking at the other person?
Why do we sometimes want to use a credible voice when looking at the paper?

7. Why is it more advantageous to use *specific descriptions* instead of *interpretations*?

8. Why do we want to sit at a 90° angle with the other person?

Congratulations: you have studied the Pentimento: The Science of Non-verbal Communication. Are there any areas you want to go back over and study more?