John Mole is an expert on nonverbal communication. The following article, from a local bank’s newsletter, describes key ideas from Mole’s 1996 article: "Decoding Body Language."

**ACTIONS SPEAK LOUDER THAN WORDS**

John Mole teaches people all over the world how to understand nonverbal communication. He is an expert on body language; he knows how to read it and how to use it. In his article, “Decoding Body Language,” Mole describes how your body language can communicate your interest in what you are hearing or seeing. For example, when you lean forward toward a speaker, you communicate that you want to hear what the speaker is saying. However, when you lean back and cross your arms, you’re showing that you’re not very interested.

Body language can also show whether a listener agrees or disagrees with the speaker. If you sit with your arms and legs uncrossed, and your hands open, you probably agree with the speaker. On the other hand, crossing your arms and legs and making fists with your hands usually means that you do not agree.

Mole also teaches how to read the nonverbal messages that people send with their eyes, feet, and head. For example, a woman with her head to one side and her eyes half open is communicating, “I’m thinking about what you are saying.” A man who is tapping his foot is saying, “I’m getting tired of listening. I have other things to do.” A student, slumped in a chair and looking up at the ceiling, is saying, “I’m bored. This doesn’t interest me.” If someone looks off to the side while he is speaking, you may want to check the information he gives you. This type of body language can mean that the speaker isn’t telling the truth!

Mole explains that body language isn’t the same in all cultures. There is, however, body language that most North Americans “speak.” You can learn to “read” people from the United States at parties and at work, but be careful . . . they may try to read you too!

1. **decode**: to understand what something means
2. **fist**: a closed hand

• **Work with your partner. Use the answers to the questions above to summarize your article.**
In this book review, the reviewer talks about Robert E. Brown’s ideas on different types of handshakes and what they mean.

The Secret of the Successful Handshake

The secret of the successful handshake is no secret anymore. Management Consultant Robert E. Brown explains what shaking hands is all about in his book, *The Art, the Power, the Magic: How to Read Hands That Talk*.

For example, to do the All-American Handshake, you have to look into another person’s eyes, grasp his or her whole hand, and pump it two or three times. According to Brown, this is the handshake of a good listener and trustworthy person.

Politicians and salespeople often use the Two-Handed Shake because it’s extra-friendly. Two-handed shakers put their left hand on the other person’s arm or shoulder as they shake hands. This can feel too friendly to some people, so it’s best to use it with good friends.

Watch out for people with handshakes that pull your fingers, or twist and crush your hand. If you get one of these handshakes, the person is trying to intimidate you.

Two more uncomfortable handshakes are the Palm Pinch and the Dead Fish. A Palm Pincher shakes your hand with only a few fingers. In the Dead Fish shake, the person’s hand slides out of the handshake. It’s possible that the people with these handshakes are embarrassed or shy.

Shaking hands is an important part of body language. It can identify someone as truthful, friendly, powerful, or nervous. It’s hard to be successful without mastering a good handshake such as the All-American. If this isn’t your natural handshake, don’t worry. Mr. Brown says that you can change your handshake with lots of practice. So, go on out there and start shaking hands. Just think of all the people you can meet!

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1. **pump**: to move something up and down
2. **intimidate**: to make someone feel afraid and less powerful
3. **master**: to learn how to do something very well

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*Work with a partner. Use your answers to the questions above to help you summarize the article.*