

## NON VERBAL COMMUNICATION

# ANALOGIC ACTION OF DENIAL

We hereby describe some of the most frequent analogic actions through which our speaker expresses denial. After the production of these actions, it will be up to the operator to leave out the type of topic, the signal or the single word that caused the denial.

### 1. Rubbing the nose with the index finger in an horizontal movement.



The subject refuses the topic, the signal, the gesture, the behaviour expressed by the operator.

### 2. Rubbing the nose with the index finger in a vertical movement.

The movement is conducted bottom up, like to “pop” nostrils, as if the subject would like to “get some air”: the operator has been too insistent.

### 3. Moving objects away.

The moving involves small objects occasionally close, normally on the table or on the desk. The subject perceives as negative the stimulation incurred through topics, words, gestures or behaviours. If the object had been touched some minutes before by the operator, then he is the one considered as negative.

### 4. Action of "polishing" or "wiping off" something from a surface

Instinctive denial of the conversation the subject is listening to. Denial of the gesture or of the signal expressed by the operator.

### 5. Action of cleaning or wiping oneself



The conversation of the operator is rejected, refused, thrown away. The subject considers as negative the source of the stimulation or the object of the conversation.

## **6. Clearing one's throat.**

Clearing one's throat represents an attempt to symbolically dismiss, distance a topic, a gesture, a signal, a word, a fact, an event, a person.

## **7. Arms folded and legs crossed**



Typical attitude of closure. This position indicates closure towards the operator or towards the topic being discussed. The closure starts from a relationship started in the wrong way by the operator (you have to change attitude according to the behavioural type of the client).

## **8. Change of body posture backwards**

This happens stepping back a little, going away from the operator. The meaning is the same as above.

## **9. Change of trunk posture backwards**

It happens normally when the subject is sitting, so the change can occur only with one part of the body. The meaning is the same as above.

After analogic checks there will be logical checks and the person, during the conversation, will adopt a competitive behavioural role (negative logical check) or a complementary one (positive logical check) towards the operator.

As everybody needs psychic energy according to the quantitative needs of the unconscious, the subject's attitude is competitive if he received an analogic service lower or above his expectations and so it is penalising to accomplish the requested action for him. Doing that he urges the stimulation source to supply the correct quantity of psychic energy.

Denial expressed by the subject should then be interpreted as a temporary negative check and not as a real denial.

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# ANALOGIC ACTION OF SATISFACTION

We hereby describe and show some of the most significant analogic actions expressing satisfaction by the subject. When the speaker accomplishes one of these actions, we gain access to his sensitivity, as if he would like to say: “go on like this, you are on the right track”

### 1. Analogic kiss.



It's like a kiss given to ourselves. This signal is a subliminal check with a positive result, the operator is then invited to analyse the topic expressed in that precise moment.

The stimulating communicative action could have been a word, a sentence, a signal, a behaviour.

### 2. Pressure of the tongue in the maxillofacial area (within a cheek)



You can spot that when there is a bump in the cheek. It shows that a previous restriction of the subject does not presently allow the total recognition of the operator or of the topic dealt with as a source of stimulation. The signal normally becomes “tongue rotation” once the operator has given a better analogic service extending the conversation already started, reinforcing the quantitative aspect of the stimulation.

### 3. Tongue rotation



It is a rotation of the point of the tongue on the lips or just the simple show of the tongue. The subject recognises the operator and/or the topic dealt with as a source of stimulation. It means the tolerance level of the subject is higher and consequently the operator can “dare” more.

### 4. Caressing lips



The subject touches the lips with the point of the finger or with the palm or the back of the hand, with a wiggling movement back and forward. The subject likes the topic or the other stimuli expressed by the operator. If the action is done looking expressly at the operator, the emotional appreciation is for him.

### 5. Nibbling at inner lips or tongue



The unconscious part of the subject has definitely recognised the operator as the source of the stimulation and invites him to widen the topic object of the conversation. Nibbling the lips is a typical expression of intense desire.

## **6. Sucking one or more fingers**

It is an extreme satisfaction of the unconscious towards the operator, he is recognized as the stimulating symbol and the topic is considered interesting.

## **7. Sucking an object**



For example a pencil, a pen and so on...Everything is as mentioned above, but with greater awareness.

## **8. Caressing hair**



The subject expresses satisfaction gently caressing his hair with his hand. This action is a clear request of affection and if it is expressed with a determined look at the operator, it means he is considered able to compensate this need.

## **9. Change of posture moving forward with the whole body**

It often happens making small steps forward towards the operator

## **10. Change of trunk posture forward**



It happens mainly when the subject is sitting down, so he moves his head and trunk towards the operator.

## **11. Moving objects towards oneself**

The subject moves closer the objects by chance around him (ashtray, pen). If the object has been touched by the operator it means he is the one well appreciated.

## **12. The subject touches in a friendly way the operator with the hand**

To carry out this action, the subject has to use proxemics, kinesics and haptics: no doubt the operator is well appreciated.

## **13. Insert the finger slightly in the ear or operate a soft massage of the auricle**



The on-going stimulations have positively stimulated sexual (finger inside the ear) or emotional (massage of the auricle) emotions.

## **14. Slight uplift of the skirt while sitting (female subject)**

The subject has no fear of expressing “herself” with the operator: The topics dealt can be extended.

## 15. The subject broadens arms and legs

Total availability towards the operator or the topic dealt.

# NON VERBAL COMMUNICATION ANALOGIC ACTION OF TENSION OUTBURST

Through the actions of tension outburst the subject indirectly informs in real time the operator about the quantity of pent-up tension. After these actions he will express an action of satisfaction or denial which instead represents the quantity of induced stimulus. Its value, in case of scratches, will be detectable in an accurate way according to the part of the body involved: itches on the nose express the highest micro-stress control accepted by the tolerance level of an individual (as the nose is directly connected to the part of the brain that rules emotions); itches in body parts far from the nose indicate a lower micro-stress burden.

In case of other actions of outbursts (changes in posture, swallowing and so on..) we will only be able to detect their value approximately.

Hereinafter we will describe, in descending order, the actions of tension outburst together with the percentage evaluation of the tension suffered by the subject.

100% represents the maximum micro-stress burden containable within the tolerance level of the subject, that is to say it does not affect the logical self and does not activate defense mechanisms. If the subject shows a micro-stress fluctuating between 70 and 100% it means that the operator has accomplished an excellent analogic service during the conversation.

1. **Pressure close to the nostrils** 100%
2. **Vertical scratching of the nose** 100%
3. **Scratching of the maxillofacial area**
  - a. Near the nose 100%
  - b. Far from the nose 80%)
4. **Face twitches**
  - a. *Salivary swallowing* 100%
  - b. *Stiffening jaws* 30%-90%
  - c. *Looking away* 10%-40%
5. **Sounds of the body**
  - a. *Reduction of the voice tone up to aphonia* 20-100%
  - b. *Quick nose inhaling or exhaling* 30%
6. **Scratching the area around the eyebrow or the eyelid** 40%
7. **Scratching the area around the tear duct** 35%
8. **Scratching the front** 30%
9. **Scratching the occipital area** 25%
10. **Scratching behind the ears** 25%
11. **Scratching the ears** 20%
12. **Scratching the parietal area** 20%

### 13. Itches and scratches in other areas:

- a. *neck scratching* 10%
- b. *arm or shoulder scratching* 5%
- c. *scratching the sternum-mastoid area* 10%
- d. *scratching the wrist* 5%
- e. *scratching the back of the hand* 10%
- f. *scratching the shoulder blade area* 5%

### 14. Change of posture

- a. *Rocking*: the subject sways usually while sitting down
- b. *Change of the focal point*: the subject, while standing, leans on first one and then the other foot alternatively.

Classified in this way, the tension outburst signals represent a real operative map for the operator, able to direct him to the right choice of words, sentences, conversations in order to create a deep involvement of the speaker.

The communicative actions that have an effect on stress will be repeated later or extended, in order to accomplish an ever increasingly efficient analogic service.

## THE ANALOGIC CHECKS

The actions of outburst, described above, take place as an answer to energetic stimulations perceived by the subject as included in his tolerance level.

The actions we are going to describe hereinafter are released following stimulations and are considered by the subject:

- totally in compliance to his energetic need.
- exceeding his energetic need.

In the first case we can talk about "positive subliminal checks", and the operator can read them as satisfaction signals. They normally involve movements with the lips or the surrounding areas.

In the second case we can talk about "negative subliminal checks", and the operator can read them as denial signals. They normally happen through changes of posture or sign language

The object of satisfaction or of denial can be the type of analogic service given up to that point through various symbolisms (logical and analogic) and through inductive actions of N.V.C., but also by the operator himself.

In this case the check actions will be expressed by the subject thanks to a "determined look", that is directly at the operator.