



Presents

Art of Communicating Nonverbal



by

Dr. P.R. Subas Chandran, Ph.D.,

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This book is for those who.....

Are yet to write...

Wish to write...

Have been writing...

Continue writing... success stories

Life changing audios! Resolutions of rescheduling your humdrum routine life atleast an iota after reading this book? Confronting starting trouble like everyone does how to induce those thoughts into your memory system? The scientifically contrived technique, the 'Art of Altering Attitude through audio files', once listened to before hitting the bed (at the alpha hour) just for 18 days shows the way magical spell charms on you working miracles.

The pudding is in the eating. Don't have to believe your eyes or ears. For any guidance (for instance to get up on time with a smile or how to eliminate irritation, etc.) contact the undersigned; we will attune the content and facilitate you record; in fact, the tips are free of cost; the readily available piece, indeed. Service to humanity is service to Mother Nature.

Dr. P.R. Subas Chandran,Ph.D.,

Journalist,
Motivational Speaker,
Social Activist,
Psychologist,
Short Film Maker,
Biographer,

Fulfledged Scribe for Inspirational writing to students,
employees and every other individual of all age group.

Dedicated to

those who don't understand that silence is the powerful
weapon of communication.



FROM THE AUTHOR

Art of Communicating Nonverbally (AOCN)

“இண்குழ்த்தும் நாறா மலரையைர் கற்றது
உணர விரித்துரையா தார்.”

[Inability to communicate the right message at the
right place the right way equates a bunch of scentless flowers.]

Silence speaks louder than sound...Among all communications ‘silence’ (nonverbal) is the most powerful tool to shape or shake an individual or an institution. Without a written script you can initiate the best dialogue with the same vigour of that does not speak – God, tree, rock or a bird- and you will enjoy the most blissful experience which will lead to a new path of enlightenment. Try..?

Life inclusive’ is the philosophy of Mother Nature enabling ‘live and let live’ dharma in every sphere of its silent evolution/revolution. The book is a collection of cameos from different sources of wisdom. Sharing knowledge is caring-that is what is brought out- which is growth inclusive. Please excavate your hidden potentialities to reach new heights of glory. Ready, steady, why not get going, then?

All the best

(Dr. P.R. Subas Chandran)





FOREWORD

R.SUDHAKAR, IPS,
Joint Commissioner of Police
East Zone, Greater Chennai Police.



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Art of Communicating Nonverbal

Dated: 26.04.2020

It is a novel attempt. A rich knowledge is precisely capsulated into a pocket-size book, a happy tool of wisdom. The author Dr. P R Subas Chandran, whom I know very intimately, decoded the art of silence into soft explanations. We know a few body languages, but the author has done extensive homework and brought about a number of body language which we haven't been introduced to. Now, I may start experimenting because body language or silent communication is an ultimate powerful weapon in the era of communication.

This book is a welcome measure, and I'm confident that the author has taken a right decision to unfold the technique of body language lucidly with a vital ingredient of humour. I wish readers to add one more language to their faculty.

(R.Sudhakar.)



About the Author



Dr. P.R. Subas Chandran is a non-clinical psychologist, biographer, social activist, short-film maker and live-wire-motivational speaker. He has penned '**Aakaasameehaddu**', a compilation of interviews with 72 women officers in Swati, a Telugu weekly. 'Why Modi should become the Prime Minister', a pre-poll book (2015) with **Mr. Modi's** message was a well received publication. The author of 'Who Wrote My Destiny?', the authorized biography of former Union Home Minister, **Shri. Sushil Kumar Shinde**. People from all streams approach the author for counselling. His favourite theme is Inclusive Life, where he wants to serve the communities by unlocking the hidden potential of executives, students, and the working class. The Art series by the Life Style Dynamics – from Art of Beginning the Day to Art of Ending the Day- is his latest venture.

He is one of the Senate members of the 104-year-old SNTD Women's University, Mumbai and a visiting faculty for National Forensic Sciences University, Gujarat. He is also a resource person for Meenakshi Mission Hospital and Research Centre, Madurai and Meenakshi Hospital, Thanjavur.

ACKNOWLEDGEMENTS

This presentation reflects the Master who has sent a messenger to disseminate the message. A repository of creative people interspersed with worldly wisdom from mundane to spiritual fields is incorporated.

The author owes his accolades to **Shri. R. Sudhakar, IPS.**, Joint Commissioner of Police, East Zone, Greater Chennai Police to have foreworded the Art of Nonverbal Communication vouchsafing the contents shared.

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The author extends his due accreditations to **Mr. Sam Rajappa** and remains in gratitude to **Mrs. Latha Sharma**, Associate Editor, for making this book a possibility.

Also, applauds Google.com, Wikipedia, the team members **Mr. Sam Arackal**, **Mr. S. Manikanda Raja** & Designing Team of MMHRC whose contribution is immeasurable in publishing the pocket-sized book.

Special adulations to the first reviewer

The author and his team gratefully acknowledges the angel's (name not to be revealed) immaculate appraisal, correcting, editing as well as amending, to have the book rendered nearly error-free.



TABLE OF CONTENTS

| | PAGE |
|---|------|
| Art of communicating Non-verbally | 11 |
| Types of Non-verbal techniques | 14 |
| Anecdote - I | 17 |
| Dimensions of silence | 19 |
| Anecdote - II | 21 |
| A Peek at the body language! | 22 |
| Positioning of hands | 22 |
| Let's see what the positioning of the legs portrays | 23 |
| Case study | 24 |

NOTE

This book is a compilation of wisdom from myriad sources intended to benefit the general readers, certainly not experts. Most of them are suggestive, self-experienced that readers may consult health care specialist, should they find information not in rhythm with their expectation. Moreover, the write-up is governed by the British English Language/Grammar rules. Any reconciliation with the computer language be kindly overlooked. The author and the publisher bear no responsibility for abusing or misusing the indicative measures.

Art of communicating Non-verbally

Words! What are they mere meaningless sounds of jarring bedlam...

.....? “Whizzh” and got hand cuffed? Taken for trial? Eve teasing? Come on All in the game! It’s the way of the world.

Sh uh...hmm...er...wow...ah...hey...ya...hi...oh...ouch? Thought the author is trying for his prep? Certainly not....

Unuttered utterances are more audible than pronounced articulations! Believed? NO? Yes? There we go...How ’d you prefer calling your ladylove/guy?...pup? kla, kla...hubby? la? Baby/new born? With sound signals of intimacy! Not vocalised, non lexical not interpreted by an “ordinary IQ” sounds bearing affinity to communication are NON VERBAL. Cited an illustration below:

Imagine after working for hours on a festive eve if your Boss holds you in the conference room to discuss critical things about the futuristic plans for the firm, and beats round the bush, talks nothing but his health complaints and a sporadic action plan that’s already in execution you realise he is wasting your time. Will you excuse yourself out of the room or would you push back a little bit, cross your legs, fold your arms and keep looking at the wall clock? I bet the speaker wouldn’t approve of any of the above gesticulations. It is quite impending for a listener or a speaker to feign interest in a distasteful topic. Such postures, gesticulations and gestures go to convey the message without words.



However grand and noble our thoughts be, everything has duty attached to it that pulls it down to monotony

- Sarojini Naidu.

Sometimes it is quite embarrassing with kids: one, they wash your linen in the public; and another, they pretend being inattentive or playful but if anyone of the debaters (father or mother) skips the truth of the details, readily poke their nose in with the perfect statistics of the budgetary argument hushing either of the culprits (again father or mother) to bashfulness. Set aside memory carrying it over to else other occasion fuming enough. But lets them tentatively reconcile the duel, as a matter of fact.



Looking at some thing a lady screamed, “Wow”. One of the two gossipmongers beside said: “She yells like a dog?”

The other retorted: “It’s not wow rather Wa au W!”

One might have all the knowledge of the world and all the talent to go with it, but it will be of no use if one can’t put across or share the wealth of knowledge correctly. Knowledge reminded me of an incident when one of my friends’ son shared an incident with me some time ago. It was about a verbal faux-pas he had with his lecturer.

This guy was a not a nerd but still could give the best of the best, a run for their money. His lecturer had asked him to define the working of an induction motor, and without hesitation, he blurted out a fundamental definition. After listening to the description, the lecturer turned red and asked him to leave the class, because he was disturbing the class.

That guy left and came back after a while politely walked towards his desk, pulled out his mobile phone (which wasn't allowed) and left. The lecturer understood that sending him out wouldn't do any good to either. So he let him back in, but the boy kept walking away. The lecturer had to literally pull him back into the class. When asked why he was keen on leaving that he himself has excused him and let in, the boy said he had already lulled everybody to sleep so he wanted to be awake that his "outstanding" girl friend from first year class would insta him. That small gesture from the boy showed the lecturer that one hasn't joined the college for mere bookish knowledge.



Meaningless sounds make sense only to respondent. ALL ENCRYPTED, you know? The cognitive - recognitive, connotative denotations comprehensible only to the speaker and the listener without the use of any lexical (meaningful words) term is non-verbal communication. A prominent mode of communication to adjudge or assess someone based on this. Explore more of non-verbal skills and modes?



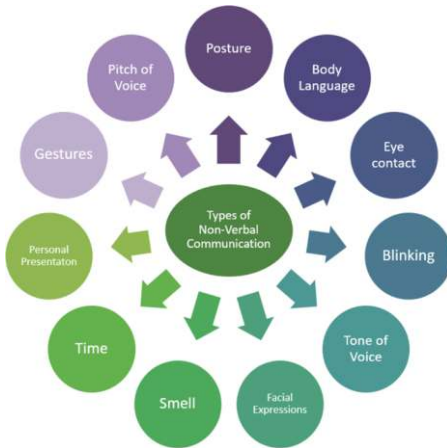
Wonderstruck if non-verbal communication is just about body language or facial expression or a meaningless scream? Should it be blindly denied simply because there are others like silence and observation that have a crucial role to play?



The tricks of the trade on communicative techniques entice one to way forward. Read further to learn how to hack and crack!



Types of Non-verbal techniques:



*If knowledge is experience then every
experience is knowledge*

- T.S.Eliot.

The speck of dust on the cob web and the perchance peek into the inn through the narrow slit of the closed doors, is all experience.

Every communicable experience has an impact, be it for a while or forever, the effect makes all the difference. Yet, silence is the best of communications. For, in the depth of silence the voice of the Divine is heard. Something written or inscribed remains for ever (First use of 'zero' by Indians at Vijay Ganapathy Temple), but uttered may be forgotten. With changing winds and sifting sands, choose your right mode...

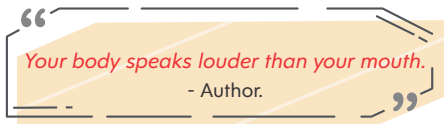
Finally, conclude with the best medium of communication. For instance, if you are a hero who's shy to attend a press conference, you can choose the print media to reach out to the public, or if you are a motivational speaker who has issues with handwriting, you can use a press conference to speak out about your area of expertise and techniques.



Evaluate your scoring points. Focus on them and use them effectively rather than exploring your weakness.

The above-mentioned points are the homework or prerequisites one needs to know before going ahead with his task.

- Writing (to know more, read 'Art of Writing*')
- Reading (to know more, read 'Art of Reading*')
- Silence- Body Language



Sign language, Morse, Symbols and Syllables:

What would you think of the traffic police department if they put up a board that reads the following?

'According to the Motor Vehicles Act 1989, the following set of rules applies to all civilians: Instead of the verbal rules:

- 1) No vehicle should be found parked within a radius of 100 meters from this place.



- 2) No car should be left unattended in this region for more than 10 minutes.
- 3) No heavy vehicle is supposed to be passing by this road at all times.

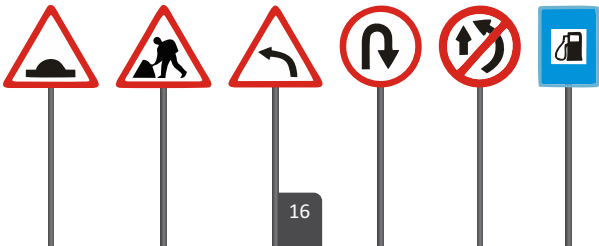
Trespassers of the aforementioned rules are liable for a fine of Rs.1000/-. Failure to do so will result in legal proceeding charged on him/her by the Traffic Department and is an anti-social becomes an anti social activity.'

Before one pauses to read and understand the notice, he/she is charged Rs.1000/- by the TI. Instead, they could just put up a signboard like this one.

In this era of 'Alt+Ctrl+Del', nobody has the patience to read a thousand words to understand a simple rule of no parking or no smoking. A simple sign would do, and people will understand. If they still continue to violate, it just means they are irresponsible.

Similarly, the readability and understandability of symbols and syllables play a vital role. When you see an advertising hoarding suspended by a bridge, you tend to get scared for the first time fearing it might fall on you, but once you keep passing by that road often, you start to read it, and a couple of days later, you will have learnt it by heart.

An impressive marketing strategy by two Automobile Giants, Audi and BMW display an excellent understandability without words.



Colours: The context or the mood from the colour of the text or the background of the page symbolises many things than we decipher. If a person cannot read or cognate what is written, he/she can understand and derive opinions from the colour. Red signals danger, black-sorrow, pensive mood, death; However, the context they are used in is also important.

*A man who lives right, and is right, has more power
in his silence than another has in his words*

- Phillips Brooks.

Infer the hidden knowledge about non-verbal communication.

Anecdote - I

A friend of mine well educated, wealthy and a good communicator was asked to leave a restaurant abruptly. Ultimately, in a shock, he left that place without eating his breakfast. Do you want to know why?

He used a wrong gesture to invite the attention of the bearer. What was it?

He finger sniffed at him; the bearer didn't respond, he clapped his hands to break his inattentiveness, a gesture usually used to call pets.

Have you ever come across an incident where a bad sign of body language created rough weather in the family? Don't you ever notice some women sitting cross legged and shuffling? There are many such good, bad and ugly body languages that man apes.



For example, assume you're entering your boss' chamber to report something. When you are at it, he stares at you. You continue, and he keeps staring at you. Neither he stops staring and nor do you stop sharing. In this staring vs. sharing battle, the staring wins the 'who-can-annoy-the-best' contest, and you give up.



Now, your nervous system gradually breaks down to understand what his silent staring meant working out the permutations and combinations not having any more strength to bear the silence.

What will you do in such a situation? You'll find an excuse to walk-out because the silence is very clamorous. You'll not be able to withstand the magnitude of its effect. In a nutshell, silence is the most powerful language that one can communicate excellently, especially at longer durations the absence of written communication.

Silence! The next non-verbal mode of communication.

Many know how powerful the tool silence is and one cannot lay enough emphasis on the need to know when to remain silent. It is an act of imparting or interchanging thoughts, opinions or information without the use of words but only through gestures and sometimes even that is not required. Maintaining silence in a library shows that they respect the course of knowledge being grasped. Remaining silent on making mistake ensures being apologetic and awaiting forgiveness. Silence near hospital zones means need for quietitude and relaxation.

Silence is an important factor in many cultural environments, as in rituals. In discourse analysis,



speakers use brief absences of speech to mark the boundaries of prosodic units. However, silence in speech can also mean hesitation, stutters, self-correction or deliberate slowing of speech to clarify the processing of ideas- These are short silences. Longer pauses in language occur in interactive roles, reactive tokens, or turn-taking. A deliberate pause may be even to hold the attention of the audience under spell-the most powerful tool of an orator.



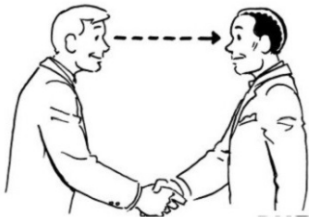
It so happened when Winston Churchill, the war-time hero had to address a large gathering. The populous auditorium was still pin drop silent, awaiting the great orator to mount the dais. The moment he looked at the people through the mike a great expectant stillness reigned the place. It was then he uttered the famous dialogue: "Never, never, never ever give up"* and resumed his seat. Even after that there was stillness. This silence meant confusion and ignorance.



Dimensions of silence

Unlike other modes of communication, silence has only two dimensions.

1. Eye Contact helps to regulate the flow of communication, signals interest in the other, conveys credibility, concern, warmth and above all confidence. Eye contact tells a lot many things than we can understand. To maintain a pleasing and pleasant eye contact please do not stare. Once in a literature class, the Prof. was

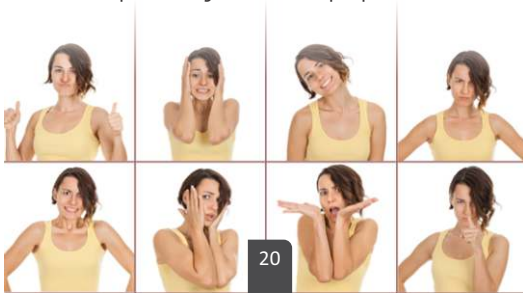


reading a line from the text, Kamba Ramayanam. It reads: “He chanced a glance and so did she....” The Prof. continued, “I too did...” The students all cast a bovine look at the Prof. because the last line wasn’t there in the text. The Prof. meant the prank going on in the class that he noticed. But the class didn’t understand.

2. Body language includes postures, facial expressions, movements and positioning of hands and legs. It tells people how enthusiastic one is about the whole affair. Making too many gestures with hands means you are trying to manipulate and cover up your lack of knowledge with unpleasant gestures.

- Anger
- Displeasure
- Discomfort
- uninterested
- Love
- Surprise
- Disgust
- Appreciation
- Ego clash

Facial expression is enough to emote all these. For instance, roll your eyes when someone is trying to tell you something, and I bet he is not going to be willing to talk to you ever again. Make a point, you are not to see the person again when he proposes his love to you.



Anecdote - II

One of my employees was celebrating his friends' birthday last year, along with his group. Everything went on well for the whole day with all fun and frolic. It was only late in the evening that things started showing colours.

One of them in the group had to meet some of his friends, but at the same time, he couldn't disappoint the birthday boy, so he decided to call the other group to the place they were celebrating the birthday.

One person, Anil, from the birthday group, started to act a little hyper with the intention of entertaining his group even though there was another group. Not everyone knew his purpose and one of the girls in the other group looked at him and rolled her eyes, turning her face away from him.

Not only that boy but also another girl in the birthday group noticed the poor gesture of that girl and walked out followed by the mutual friendship between the two groups, Krishna. When Krishna asked them why they had walked out, they complained that she had rolled her eyes and soon the whole episode turned untoward and Krishna now doesn't talk to the girl who rolled her eyes and the girl who tried to take Anil's side. Just one expression broke the long cherished relationship. So imagine what it can do to two adjoining countries.



A peek at the body language!

Positioning hands is important. It can convey many things

- **Just under the ear** - Asking to continue speaking
- **Pat on the shoulder** - Appreciation.
- **Wrapping the chin with index finger and thumb**- the desire to communicate.
- **Sitting and holding one knee with both the hands**- A calm, confident and self-assured personality – smiling in a relaxed mood.
- **Clasped hands** - a sign of negative emotion.
- **Crossed arms** – kind of a guard against a perceived threat.
- **One hand folded behind**- trying to hide a feeling or deliberately not expressing his/her views.
- **Rubbing the eyes** – It means that the person is in doubt or is trying to deceive.
- Rubbing or touching the nose during a conversation might be a sign of rejection or a gesture of doubt. (visit eye contact website)

Positioning of hands

Hands-on the back of the head –signifies confidence, dominance or a feeling of superiority.



On the hips – shows aggressiveness or a non-verbal challenge.



Let's see what the positioning of the legs portrays

Crossed legs - defend or disagree.

Seated cross legged - relaxed / confident/ reassuring.

Straddling the chair - a defensive mood, an attempt to shield or protect oneself against imagined hostility.



Silence does a lot many things without us, even trying.

- indicates respect, love, profoundness and empathy
- imply disagreement
- create pressure on another person
- be intentional rudeness

“When you have nothing to say, then say nothing.” Even if you have everything to say, say nothing.

Interpretations of silence:

- Misunderstanding
- Complex
- Offending egocentrics
- Ignorance
- Attaching attributes
- That's why it is said even an ignorant is considered wise if he is silent.

Case Study

The above gesture is often considered as offensive and rude. I can say this from a personal experience that my son's friend, Kaushik, had once shared with me.

Kaushik is an aspiring film director and has been involved in short film-making for many years now. Please take a note of the time taken here. A sincere struggle for so many years and he should have been successful, but he is still struggling. What could be the problem? Is he not talented enough? Is his story not appealing enough? The answer will take you by surprise.

He is not successful yet because he didn't know that crossing legs is considered as a mark of disagreement. Whenever he went to narrate the story to producers, they would ask him to make amends and include a degree of vulgarity to attract viewers, but every time he heard them, he would put up an anxious face and involuntarily cross his legs. Even though he would not verbally express his displeasure, he would show it by just changing his seating position and crossing his legs, and the producers would understand and silently hand him back the file.

He confided to me. I asked him a couple of questions and soon realised where his problem lay. I noticed him crossing his legs often and suggested to him that in a meeting, one should not cross his legs because it offends the other person and since they are high profile people, they are more particular than the ordinary people with respect to such postures and gestures thus advised him to politely express his nonchalance in their suggestions to make amends.



Result:

With the help of some of the techniques mentioned in this book and some extensive reading, he understood not just one but many pros and cons and even the appropriate use of body language. Eventually became a noted director in the film industry. Producers now line up in front of his office to rope him in for their next project.



The most controversial topic in all of the world's history: Adolf Hitler- with his speech and Charlie Chaplin- through his silence, expressions and body language created history both commendable even to this generation. We remember both of them but for different reasons. While one started a world war, the other shared humour. One provoked violence, while the other established peace and harmony with togetherness through humour. While one commanded an army of thousands, the other complimented the world with his acts of comedy.



I would agree if you said that Hitler was a great leader and his leadership qualities are commendable, but our focus here is on silence and what silence can do. As we read in one of the anecdotes, how silence and a negative expression broke friendship, we can tell that in contrast, silence and positive feelings can leave you with peals of laughter. Lastly, each and every person perceives differently, so kindly do not use this to predetermine your mindset and develop cynical attitude in you.

One more suggestion before we sign off. Whenever in a restaurant, kindly make note of the positioning of the cutlery, the napkin, the plates, the glasses etc., and also be careful while placing them after you've used them because the positioning can tell people if you

have liked the food, the ambience etc. While there is another book for restaurant etiquettes, I'm only giving you heads up so that you can learn that aspect of body language as well and prosper in one more vertical of your life.

| Morse Code Alphabet | |
|---------------------|--------|
| A ·— | N —·· |
| B —··· | O ——— |
| C —·—· | P —··· |
| D —··— | Q ———· |
| E · | R —··· |
| F ··—· | S ··· |
| G —··— | T — |
| H —··· | U —·· |
| I ·· | V ···· |
| J —··— | W —··— |
| K —·—· | X —··· |
| L —··· | Y —··— |
| M ——— | Z —··· |

Gourmet symbols, clothing creases, sitting postures, casting looks are meaningful conveyors of communication. Pictures are self explanatory themselves. For further reference refer gourmet guides. (Refer: **Art of Eating** for use of napkins, table manners, postures, etc.)

Silence and signs are mightier. Do you notice? Gone are the days villains used to speak lengthy dialogues to threaten their enemies? Gone with the wind are images of the villain, - with a big belt around his pot bellied waist, a gear moustache, a cut on the face, a big mole, then a dagger, swaggered walk, a thick heavy gold chain around his neck, a cigarette in his lips are the past. Now the villain is moderately dressed and he doesn't speak much. His silence speaks clamour. Eerie silence of his makes the opponent tremble. All these illustrations capsulated in one line; train your system into a non-verbal powerful vibrating visible unspoken language. And you are the winner. Come, don't join the mass. Be yourself.

HOW TO USE YOUR CUTLERY



Better know:
*Too much use of words is verbose.
 The British dies off talking;
 an Indian does of keeping quiet.*

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- ఆకాశమేపార్ధు (Sky is the limit) - by Dr. P.R. Subas Chandran

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4. Art of Eliminating Negativity
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6. Art of Welcoming Failure
7. Art of Altering Attitude
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9. Art of Imbibing Individual Social Responsibility
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