



I Hear What You Say, But What Are You Telling Me?: The Strategic Use of Nonverbal Communication in Mediation

Barbara G. Madonik

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I Hear What You Say, But What Are You Telling Me? is a fascinating, original, and invaluable tool kit filled with practical information and techniques for mediators who want to use nonverbal communication to their strategic advantage. Employing a proven process, Barbara Madonik--communication expert, mediator, and international consultant--reveals what it takes to understand, analyze, and utilize nonverbal communication to greatly enhance the mediation process.

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