

CHAPTER 9 Facial hide-and-seek

When human beings are trying to hide their emotions, they often touch their faces with their hands rather than saying what they feel, but their hands reveal precisely what they think they are concealing. This is no doubt one of the reasons that some communication gurus, without really knowing why, advise us not to touch our faces. Yet good communicators and debaters do so, partly because they aren't puppets and also because they know that a human being is more than just a collection of gestures and that gestures express what's inside us. Maybe they're unconsciously aware that gestures can't do them any harm and that in fact some gestures involving the face have a very positive effect.

Someone who says "It's a bit complicated and it's giving me a headache!" will place his hand on his forehead. Not on the eyes, cheeks or chin. The hand doesn't reach this high just by accident. The top of the head is a symbol of thought in popular speech just as in the physical body. Expressions such as "a well-informed mind", "a head full of facts", and "empty-headed" are several verbal examples of this link. When a person places his hand on his forehead, it's because he has to "rack his brains" so he can "take his thinking to a higher level".

MICRO-ITCH

*His forehead is itching.
"I'm looking for a solution to some
personal difficulties."*



MICRO-TOUCH

*The forehead is being stroked.
"I'd like to remember a piece of perso-
nal information."*



MICRO-PAUSE

*The hand isn't moving. We'll have to look
for other signs to determine whether this
is a case of depression or just fatigue.*



MICRO-ITCH

"I have to figure this out but it's complicated... I'm racking my brains."



MICRO-TOUCH

The body is also engaged in trying to figure it out.

*"I have to figure this out..."
"I'm concentrating, I'm looking for something."*



When people are despondent they touch their faces with their hands. In 80% of cases, the left hand touches the left side of the face and the body generally leans to the left.

The hand is just a tool used by the part of the body that is itching. When the itch is on the left side of the head, the difficulties are more personal or emotional; the person doesn't know how to handle a complicated issue or is afraid of hurting someone close to him, for example. He shuts himself away in a bubble to think it over.

The itching occurs on the right side when a person is having trouble understanding something. In this case, the body is more tense.

A person whose right hand is touching the right side of his face is involved in a process of active thinking. This movement indicates an energetic search for solutions.

The man and the woman above are leaning forward in a fighter's stance to find the solution, but if the answer is out of reach, they will place their hands on top of their heads. Children doing homework frequently take this pose.

"It's too complicated; I won't get the answer."



"It's too complicated; I'll have to figure out another way to solve the problem."



When their children are having difficulties, especially with homework, parents' main concern is knowing when to intervene. Should they help the little darling or let him or her struggle on alone, and if they should help, when should they do so? The location of the child's gesture is key. If his hand is on the back left side of his head, then he is trying to find a way around the problem in order to reach a solution. He can be left to work on his own a while longer. However, if his hand is on the back right side of his head it often means the solution is beyond him. It's therefore time for the parents, in their role as teachers, to offer help.

In a negotiation session or in everyday communication, if the person across from you scratches the back right side of his head, it means he has reached a deadlock and so have you, but you are the one who realizes it...

As the hands move closer to the nape of the neck, the emotional tone of these micro-itches becomes increasingly aggressive. When people become more frustrated, they also become more impulsive.

Hands and hair

Hair softens the shape of the face. Touching hair has a calming effect on the person who is gently stroking it.

The messages sent to the other person in soothing circumstances like these are often quite pleasant. But don't be taken in—not all movements involving hands and hair indicate relaxation, sensuality or friendliness, far from it.

People who touch their hair with their left hand smile seven times more often than those who use their right hand and they leave their hand there twice as long! Their facial features, when carefully analyzed, look more relaxed and gentle; they are preening their feathers in a convivial environment. A lock of hair unconsciously falling toward the person they are speaking to brings them closer to that person. You can actually “feel” their happiness at being together.

This woman's head is tipped back but her hand reaches out toward the person she is speaking to. Which this gesture may seem illogical, it expresses a wish to get closer.



This woman's head tilts in the same direction as her hand, which is very relaxed and turned toward her interlocutor.



This woman shows her left palm to the other person. This is a sign of openness.



No one, when seated quietly in a restaurant for example, simply reaches toward the person they are with unless it is to touch their hair. The hair then becomes a physical link, a tangible way of getting closer. On the other hand, if you are disturbed or shocked by the other person, you will not reach out toward that person in order to get closer.

When a lock of hair is held in the right hand, the movement is faster. The facial expressions are also different.

This woman smooths her hair into place so as not to lose control. She refocuses, regains her self-control.



When the hand is hidden, the fist is very often clenched and the person irritated. This is the opposite of getting closer.



This woman is thinking about something else; her hand is not in line with the axis of communication.

These three situations reveal internalized negative hypertonic emotion. Obviously the left hand can also indicate a shutdown in communication, but this is more rare (about one case in five). The direction of the hand motion provides the necessary details. The hand moves backward in unpleasant situations. This is more frequent when the right hand is running through the hair.

In 10% of cases, the hands reach across the face toward the hair on the other side of the head, which usually expresses a desire for self-protection.

PROTECTIVE SITUATIONS

The hand offers protection from the other person.



Photo
à remplacer

In these photos, the fingers are extended and the face in the photo on the left is tilted downward. The white of the eye, seen clearly below the iris, conveys negative emotion. The photo on the right is more ambiguous and expresses the gap between two emotions. The person's chin is raised, showing she wants to make contact, but her face is not symmetrical and the left side of her mouth dips slightly. In addition, the hand blocking the face indicates a need for protection. At first glance the gesture appears to indicate a desire to get closer but don't be fooled! As always, it takes a combination of several signs to arrive at a solid interpretation.

Human beings also use both hands and gestures that are almost the same often have very different meanings.

DISTANCING GESTURES

By smoothing his hair, this man is regrouping and refocusing. His unconscious intention is to not let himself be carried away by spontaneity.



OPEN GESTURES

While fluffing her hair to give it volume, this woman is also making her body look larger. She is "offering herself" to the person she is speaking to. This is a gesture of seduction that is generally unconscious.



Men's hands put up barriers to communication when they are behind the ears. This gesture is no doubt part of our genetic heritage, left over from a time when men wore their hair longer. It indicates a wish to appear more upright, more serious. Conversely, women's hands speak to the other person. They sweep from back to front. This sweeping movement has the additional effect of releasing the upper body.

Two comments about hands and hair: First, when their hair is long, men run their hands through their hair as much as women do. Secondly, it's always possible that the person just needs to brush annoying hairs out of his or her face! The gesture's context must not be ignored if we want to be sure to understand its meaning.

Eyebrows and hands

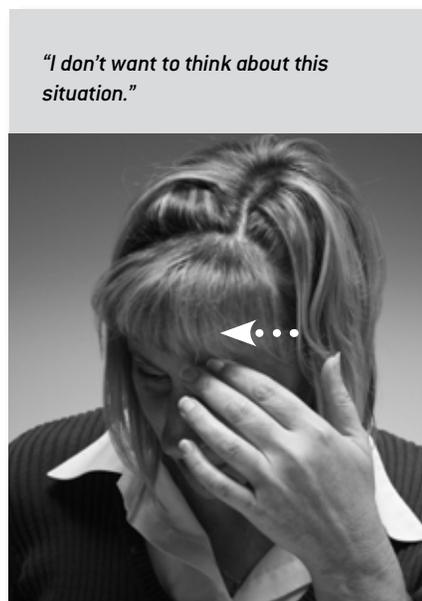
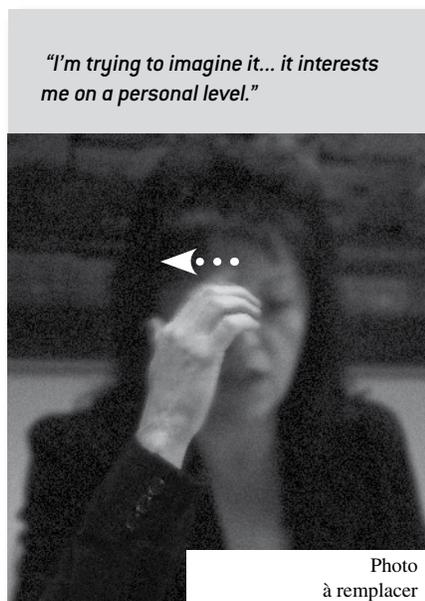
The eyebrows sit halfway between the forehead and the eyes, between thought (the forehead area) and the visual image (focused in the eye).

When the hand rests on the eyebrow it means that the questions are concrete, real. The person is imagining something.

When we observe gestures involving the eyebrows two questions must be asked. First, which eyebrow is it, and second, in which direction is the unconsciously chosen hand moving?

A person who feels a micro-itch near the left eyebrow is personally touched by events; if these events are further removed and minor, the hand tends to move toward the right eyebrow.

The direction the hand moves in enables us to distinguish between events that are pleasant to imagine (the hand seems to open up the face) and those to be avoided (the hand moves toward the middle of the face).



The young woman in the left-hand photo is listening to a friend tell a funny story. The atmosphere is friendly and she is trying to imagine what he is going to say. Her hand opens up her face. The woman on the right is being asked personal questions she doesn't want to answer and won't answer. She is staring into a bubble (lower left). She has an embarrassed smile and scratching allows her to hide her face and ignore the question. She can't imagine revealing an aspect of her private life.

Itching sensations occur on the right side of the face when the message is being processed by the left hemisphere. The person has decided to externalize the information. The situation is very serious; it may even be negative. The direction of the hand motion provides useful information.

"I'd like to imagine this thing I know nothing about." A difficult context.



"I don't want to think about that."



It has been suggested to the man in the left-hand photo that he go to see an exhibition on the holocaust of the Second World War. The words "holocaust" and "war" have naturally reminded him of unpleasant images, which is why he is scratching his right eyebrow. These "black" words have triggered a state of alertness that has activated certain regions of the left hemisphere and therefore also areas on the right half of the face, which doesn't necessarily mean he is interested in the suggestion. The motion of the hand toward the edge of the face in a gesture of openness provides this detail. He is trying to imagine what the visit would be like and decides to go.

Conversely, micro-itching causes the face to close down when a person does not want to "imagine" something. In the photo on the right, this is caused by thinking about aids. Some people close to this man have been struck down by the virus. His face is closed off. The movement closes down his face.

"I'm concentrating so I can remember."



Sometimes the hand touches the face between the eyebrows.

In this case, the woman is concentrating so she can recall images. Her hand rests between her eyebrows and her eyes, at the bottom of her forehead. She is closing her eyes to empty her mind and channel her mental energy. This is a pose frequently seen in athletes before a brief exertion requiring a lot of concentration, as well as in people who are trying at a given moment to synthesize a great deal of information.

Sometimes people pull on their eyebrows. They are trying to see behind what they know; to imagine further, beyond. This pose, while not frequent, has been observed.

Eyes and hands

The eyes are often used metaphorically. Expressions such as he “doesn’t see the danger”, he’s “showing off”, he has “360-degree vision”, or “his eyes are bigger than his stomach”, all have one thing in common—they convey the power of sight. When our eyes smart and we scratch them, we do so either to see better or not to see at all... the link between hands and eyes deserves a closer look.

From information we don’t want to see...

Common sense tells us that we look at things, but this is not true: the world is reconstructed inside the brain. People who see in black and white or are colour-blind, for example, cannot imagine colours in any other way—one proof among many that images of the external world do not come from outside but rather from the brain itself.

The same common sense leads us to believe that sensory receptors are central to the processing of information; this is also incorrect. The brain focuses primarily on what is happening inside it. In fact, only .02% of cortical neurons are used to send external information to the senses from outside.

The remainder, 99.98% of them, work on internal communication among the regions of the brain.

Internal images are always interacting with external images. When we are driving to work and taking a new route, we are constantly comparing it with our usual one, which we know by heart and which enables us to unconsciously take the right route without the aid of a map. Sometimes, once we have arrived at our destination, we feel like the car has driven itself!

The images we receive may not make us happy. For example, a woman is hoping she will be given a beautiful Van Gogh print she saw in a store and instead she is given a Picasso print. While unwrapping it, she mentally compares her framed Picasso with the Van Gogh and is disappointed, like a little girl who was promised a red bicycle for her birthday and gets a blue stroller instead.

"I don't want to see." A personal problem.



"I don't want to see." External context.



Our eyes itch when we don't like the information they are receiving. This type of micro-itching is the same for both adults and children. Nor is it specific to humans. Monkeys, non-human primates, scratch their eyes just like human primates do.

The context is too similar for this to be a coincidence. Here, the monkey, unable to accomplish certain tasks that other animals can, scratches himself like the human being does. Powerless in the face of an event, he scratches his eye to make the awkward information go away.

This micro-itching in animals has been interpreted beyond any reasonable doubt.

The man in the right-hand photo has been called in for police questioning and in the end is found guilty. His body is slumped over and unstable; he would rather not see what's happening. His eye is itching and his hand is trying to erase what he is seeing.

These situations are negative, but scratching the face does not always indicate withdrawal. Sometimes the skin is stretched so that the eye is open wider; the result is a rekindled desire to see better, a very positive sign.

...to information we do want to see

The eye is open wider when it's a question of "seeing" better or "imagining" better. When you see your own medical file on the specialist's desk, it feels quite normal to try to see what's in it. An area below the left eye stings and the hand tries to help by scratching the skin around the eye, as if trying to make it bigger.

"I want to see better". Personal information.



"I want to see better." External information.



Here again, the meaning of images recorded in databases has been determined beyond any reasonable doubt. The hand touches the left eye when the person is directly affected by what he is trying to see. For example, an actor who is keen to see the results of his work in a preview showing scratches the skin under his eye when his image appears on the screen; a writer examines what is written on the cue card of the host who is going to present one of his books

The right eye is more distant from the self. For example, a senior political and religious figure can be observed opening one of his eyes wider while scratching it when he is asked how he views the third millennium. His gesture tells us that he is recording images while speaking.

Noses and hands

The nose, for biological and topographical reasons, does not have the same status as the other senses. In contrast to eyes and ears, its nerve endings are directly connected to the reptilian brain, the brain's most instinctive region. What's more, it's "as plain as the nose on your face". You only have to touch your nose to hide your face almost entirely. This is one reason why it is associated with lying, for example.

Because of its location, it can gather, synthesize, and unify information coming from other senses. The exact spot where the hand touches it is of the utmost importance when we are observing micro-itches on the nose.

These people all have something in common—what is it?

*"I don't know how to say what I feel."
The index finger, the finger that points things out, is raised.*



*"I have to make a difficult decision and I am focusing on everything I know."
The two index fingers make a pyramid.*



Photo
à remplacer

"I have to make a decision. It will be hard on the other person." The position of the hands expresses this attitude.



"I'm trying to consider all the parameters." You can see the concentration in the middle of the face.

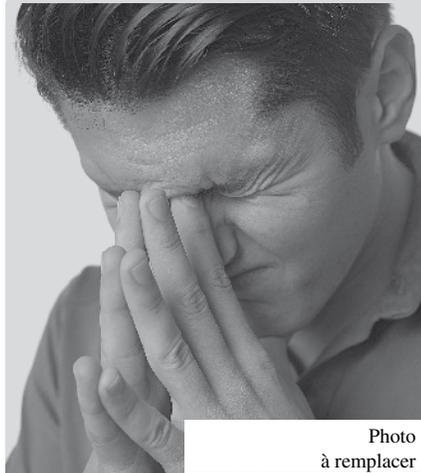


Photo
à remplacer

The face is the ideal strategic space because it is the body's control tower, an inquisitive radar system that searches out, senses, smells, feels and finally connects all aspects of the information. The hands' role is to protect it from the outside world.

The four people above are all trying to keep information to themselves for a while longer.

A human being is a unique and unified whole. Long before being understood, information received is synthesized deep in the brain, not on the surface of the nose, but if a person scratches the tip of his nose it's because evolution makes him do so. The body promotes and speeds up synthesis.

"I'm refocusing so I can understand better."



People rub the tip of their nose, touch it or play with it when they are curious, or trying to gather information, to “experience” it more thoroughly, in order to make better sense of it.

Sometimes hands and noses can be more discreet and less transparent. The hand touches the most secret areas. It's hard to know whether this advantage is a legacy of evolution. On the other hand, it is logical to assume that early in humanity's history scratching under the nose might have enabled us to hide ourselves by lowering our head while covering part

of our face with our hand to better conceal our emotions. This advantage may have little by little become part of our genetic makeup and our physical heritage, with the effect that now many of the unsaid things we keep to ourselves may cause itching in specific areas under the nose.

The hand rests elsewhere when a person thinks the other party is lying to him and when he himself is not telling the whole truth.

"I don't believe what the other person is saying."



"I'm not saying everything, or not exactly everything, that I'm thinking."



There are two spots below the nose that can tickle. An itch under the left nostril indicates something not said that is connected to ourselves, in other words, a lie. The itch is the same whether what is not said is huge or insignificant: it originates in the right hemisphere, which is always more active when a person is talking about himself and when he is at the centre of what is being said. It was Bill Clinton who—completely without intending to—drew the public’s attention to this micro-itch at the time of what we now call the Lewinsky affair, but he isn’t the only one to have this. Our databases contain hundreds of examples. It seems that the human conscience does not tolerate lying. An emotional denial reaction underlies this movement.



That something is not being said is also implied when the hand pauses below the right nostril, but in this case it is the other person who is concealing something. Where sensitive issues are involved, the right side of the nose is controlled by the left hemisphere. The authenticity and credibility of the other person is being questioned.



This movement, noted in various contexts, is very simple to decode. It may be performed by a presenter amused by a guru who claims he can clone human beings (!), or by someone who is skeptical when told an incredible story, or even by a politician watching a pointless demonstration given by one of his political opponents. All of these situations express disbelief.

BE CAREFUL! Air-borne pollen, dust, and dust-mites also cause nasal itching, like pimples and dirt. Someone rubbing this area is not a liar simply because his index finger is scratching under his left nostril. Context is needed to determine the meaning of the gesture and to find out if it is a micro-itch. Now it's true that if you ask a guest if he enjoyed the meal you prepared for him and he runs his hand under his nose at the exact moment

he says “I really liked it”, well then, after due consideration maybe it’s better to assume he has a pimple in his nose! We also scratch ourselves when we merely hear people talking about micro-itching, just like people who are persuaded they have caught fleas because people around them have. This demonstration of empathy allows us to feel others’ emotions and usually to understand them better.

Micro-itches above the nose stem from curiosity (as in “sniffing around”) and those below from things not said. The wings of the nose are part of our external image. Touching them is related to what human beings show the outside world, that is to say, their image—and that of the other person.

The connection between our own image and the left half of the nose seems to be well proven. But “image” has many meanings. For example: a man, filmed after a tsunami, is scratching the left wing of his nose while telling the story of crossing through an Indonesian village completely naked; a famous French actor performs the same movement while admitting he graduated from a tiny provincial conservatory; a man explains his desire to have a son he can turn into an athlete and his disappointment when his wife gave birth to a daughter. He even tells the story twice in front of the cameras and performs the same gesture! To show yourself wandering completely naked, show that you were not really trained in the theatre, show that you have had a daughter when you really wanted a son are several different ways of portraying a less than perfect image. In this context, image means everything that—because it belongs to the self—is the self.

The right wing of the nose itches when the image of the other person, that is, the image of what is not ours, embarrasses or irritates us. If the person you are speaking to is bothered by what you are, annoyed by the part of you that creates a “stain” by scratching your nose, he “scratches” the stain. An interesting fact to note is that a person who is scratching the wing of his nose often has his mouth closed, as if preventing himself from smelling something, no doubt because he feels that “something doesn’t smell right”.

Some authors portray the nose as a sexual organ, rather as if touching it were the same as touching your genitals. However, hundreds of micro-itches analyzed in context show that this is not possible. Barely 5% of micro-itches in the nasal area could be given a sexual interpretation. These authors have made a legitimate mistake, since the hand naturally

approaches the nose when taboo subjects not easily spoken about in public are raised: someone's salary, for example, and more generally, his private life and assets. It is true that when the private world of sexuality, with all its attendant modesty, is being discussed, the hand will quickly move toward the centre of the face, but the nose and sexuality as such are not really bedfellows.

The mustache: a mouth above the mouth

A mustache is like a second mouth above the mouth. It emphasizes authority.

"I know what I have to say in my role as an authority."



On the preceding page, a man on the set of an Italian TV show is putting the crazy leader of a sect in his place. He calls him by his first name, and in so doing completely undermines his credibility. It is extremely rare to see this gesture carried out by a person who lacks authority in a situation that involves taking control of the conversation. The hand touches the left side of the mustache when a person is rather proud of it and is attempting, with no lack of self assurance, to assert his influence over the other person. On the other hand, the right side of the mustache is scratched when the authority of

the other person, or what he says or does, causes a problem and it is necessary to say so.

Someone who wants to speak loudly naturally and unconsciously places his hand above his mouth. This sets the scene for a symbolic takeover of power.

"The other person's authority is getting on my nerves!"



"It's my authority!"



A person who scratches the left side of his mustache is the legitimate authority in a reasonably pleasant circumstance. Above, a French presenter performs this gesture while saying to one of his guests: "You be quiet, you know the answers to give!" He's prepared his questions and he has an image to uphold.

When this gesture is performed above the right upper lip, the situation is different. In the photo on the right, a businessman is seen telling off a man who has made "offensive" suggestions. His natural authority enables him to put the other person in his rightful place.

The hands also touch the mustache, in the middle of the upper lip, in positive situations. This area, known as Cupid's bow, itches when lust enters the picture. Behind power relationships lurks desire—the power of one person over another enters into human relationships and turns them into relationships of seduction.

This micro-itch is found much more often in circumstances where there is a hierarchy of power or knowledge (for example: relationships involving doctors and patients or experts and neophytes, etc.).



Hidden mouths and greedy mouths

From birth, the mouth swallows up the world in the form of food; it is also where the person kissed and the person kissing merge with each other; and it is through crying out, with the mouth wide open, that the internal world is projected outward. For all these reasons, the mouth needs a chaperone and the hand seems to be, once again, the natural restraint of choice.

The hand on the face protects the person hiding behind it.

Fright.



Fear.



When the fear is very strong, the hand may close the mouth naturally, so as not to let the fear in.

Putting your hand over your mouth also allows you to cut yourself off from the other person so as not to have to speak to them.



Soul searching. Negative emotions.

The hand is placed in front of the mouth and the eyes look away from the other party more when the atmosphere becomes heavy. People retreat into themselves at this point. They blink less and their eyes are lowered. But the hand can also cover the mouth in happier circumstances.



Soul searching. Positive emotions.

Our upbringing prohibits prolonged eye contact with someone when we begin to feel embarrassed in what was previously a friendly environment. In this situation, a hand in front of the mouth indicates that distance has been created, while the eyes can remain focused on those of the other person.

The position of the palm of the hand is also instructive. A person cutting himself off from his environment in order to think turns his wrist the other way. This shift means that the last possible objections are being taken into account before agreement is generally given.



It is important to know that when you see the other party take this pose during negotiations it means he already has too many things to think about and needs time to reflect and summarize the issues.

Lastly, the mouth is clearly a sensual area. A hand brushing across the lips sends messages that are generally very pleasant. These gestures are not all unconscious. They are just different from all the others. These messages are called micro-touches.

Wide open, seduction.



The mouth is wide open and relaxed. The inferior palpebral muscles (muscles in the lower eyelid) rise very high up and bulge slightly. This gesture is an extremely positive micro-touch. Note however that here we are only interested in unconscious gestures and that signs of sensuality are not always unconscious.

Other gestures involving both the hand and the mouth are also seen, such as, for example, when we say “shhhh!” while placing the index finger in front of the mouth, but these are too culturally

determined to be considered here. They are part of a system of learned signs and can therefore be distorted. Varying from one culture to another, these gestures are outside our scope. This issue is discussed in the third section.

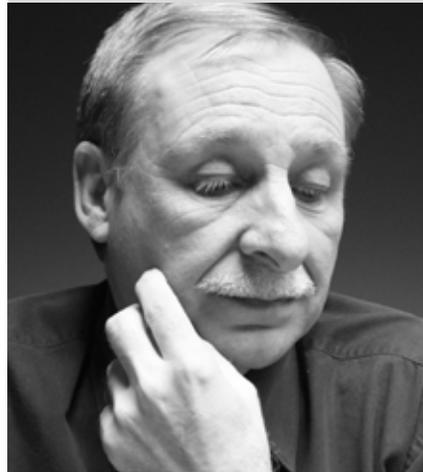
Jaws, chins and hands

When hands are expressing irritation, they touch the chin. As the annoyance level rises, they move toward the jaw.

"The other person is irritating me."



"It annoys me when he acts like that."



The beard area may itch whether or not we have a beard, in both males and females. Micro-itches are six times more common on the right side of the face than on the left; this is hardly surprising since they express aggressiveness caused by the other person, whose image is registered in the left hemisphere of the brain. We therefore tend to politely reject the other person by scratching the right side of our beard.

On the other hand, on the left side of the face, any irritation is caused by our own actions. We are mad at ourselves for acting the way we did and as a result we scratch ourselves. For example, a man scratches his left cheek when his wife reminds him that to get on the highway ramp he has to turn right at the intersection. He is irritated, all too aware that he doesn't have a very good sense of direction.

At cheek level, where the teeth are solid and the jaw is powerful, aggressiveness is freely expressed, but in the chin area, caution takes over and doubt replaces questioning.



This man is doubtful. The situation is uncertain or ambiguous. He is listening and scratching his chin. To understand what he is really feeling, we will have to look at other signs on his face, since doubt can stem from many different circumstances.

The hand on the chin, with the fist unclenched or turned toward the other person, generally means a person is in a good mood. He places his hand on his face to give an impression of composure but he is very open to the other person.

CASUAL RELAXED POSES



Even more than the arm used, the position of the fist indicates mental attitude. This attitude will tend to harden and become more rigid and the body is likely to become more tense when the fists are clenched, no matter how relaxed the face may appear.



The rigidity of their fists betrays the tension these people are feeling.

When the fists become more rigid, there is more tension in the body; this can be seen in the joints.

Hands and ears

The ears are frequently touched when spoken words have emotional content. We pull on their lobes while listening to positive speech to help it flow directly to our eardrums, and we block negative speech with our hands. Here, more than elsewhere, it is important to carefully notice the spot being scratched, since the range of meanings can vary enormously depending on the situation. We put our hands over our ears so as not to hear anything we don't want to hear. Just as we close our eyes so as not to see what we don't want to see, in the same way, we "shut our ears" when words "grate" on them.

The left ear calls to mind our personal history and the inside of the right ear itches when events are further away or external.

"I'm not letting this external and irritating information into my ear."

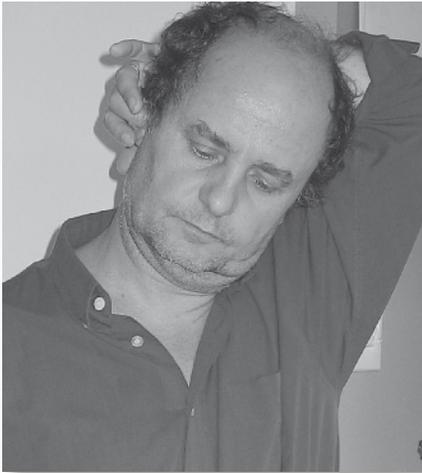


"This information bothers me personally; I'm not letting it in."



Observing hand movements around the ears leads us to the distinction made by Tomatis between the right and left ears. In his first months of life, a child hears the wavelengths of his mother's voice and those of women in general much more clearly than those of his father. Deeper voices are perceived later, around six months of age. The right ear symbolizes listening to the outside world. Visual observations enable us to say with certainty that a person feels a micro-itch in the right ear when he denies problems that are outside himself and for which he doesn't want to accept responsibility.

Touching the ears gives us an air of composure. As a result, there are situations in which a person may pretend to scratch his ear without its actually itching. The next time you scratch your ear, ask yourself if it really is itching! Situations like the one in the following photo really can be observed.



Nonchalantly”, the person scratching himself may turn away from the other person to think. This pose is clearly unconscious.

This gesture actually exists! Of course it would have been more logical to use the other hand, but this would be forgetting the secondary functions of micro-itching: to give an impression of composure, to get out of a tight spot, to not remain passive and unmoving. Using the hand on the opposite side means you can stretch, get away from the person you are speaking to, and find an alternative to what’s going on, a way of escaping into your own thoughts.

Micro-itching in the ears can also reinforce positive messages.

“I like what I’m hearing.” (Personal involvement.)



“I’m listening with pleasure and attention to what is being said to me.”

