



A BRIEF COMMUNICATION CODE

Yves St-Arnaud

Everything you need to know to prevent communication road accidents.

120 pages

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This book puts the results of thirty years of research on the psychology of human relations within reach of everyone. It's a practical book, complemented by many dialogues evoking scenes of daily life.

The car-driving analogy illustrates how to be a good navigator on the communication road. There are three basic instruments: emotional radar, so we can put to positive use what we feel in the presence of another person; an alternator, to ensure a balance between the transmitter and receiver; and traffic lights, to determine whether the lane is open, dangerous or closed.

The author suggests proven techniques for deciding when you can speed up, slow down or even gently put the brakes on a dialogue. He also offers five safety rules and ten tips inspired by the experience of informed communicators. This book will definitely turn you into an unparalleled communicator.

Strong points

- Over 6000 copies of the first edition sold.
- An essential book on communicating while respecting your emotions and those of the person you're speaking with.
- A clear demonstration of the basic rules for living in harmony with others.
- Several tools for preventing or resolving conflicts.

Holder of a doctorate in psychology, Yves St-Arnaud has worked for many years as a consultant in human relations. He has written twenty-five books, several of which attest to his ability to make theoretical knowledge understandable to the general public.