

jungle

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AIRPORT READING

SIGNAL STRENGTH

The word “micromessaging” may be new, but the concept stretches through history: Micromessages are the vocal inflections and bits of body language that often contradict our words and reveal our true feelings.

In **Micromessaging: Why Great Leadership Is Beyond Words** (McGraw-Hill, \$24.95), Stephen Young goes beyond jargon to show how nonverbal signals abound at work. Young is a management consultant and pays special attention to managers’ micromessages, analyzing how the barely perceptible slights they deliver—the subtle signs of favoritism, that “my eyes glaze over” countenance—can clog the gears of a smoothly operating workplace.—FRED COHN

