

# THE VANGUARD

News for the Successful Handwriting Professional and Serious Student

## Everybody has a story

A long time ago, as the single parent of three young children, I found myself faced with the extraordinarily painful task of placing one of them in a psychiatric hospital. The problem (we discovered 10 years later) was physiologically based, but emerged in severe behavioral problems. On the day I collected my child from school to go to the hospital, we were walking to the car and, as usual, I was on the receiving end of a barrage of rudeness and disrespect. Another mother walking past stopped and stared. "How can you let that child talk to you that way!" She exclaimed in disgust. Oh, I knew how it looked to anyone on the outside, and felt suitably humiliated. Believe me, no one could have wished more fervently than I for my kid to respond to love and discipline, and for things to be different. But they weren't. And it was not within my power at that time to make them different.

I took something of value away from that unpleasant encounter. It made me recognize that we don't know the circumstances of someone else's life. It is so easy to say, "Why doesn't she stop drinking? Can't she see it's ruining her life?" or, "How could that mother let her daughter grow to 600 lbs and die on the floor?" or "He's a jerk, I can't stand him! He should treat people better." Yet, we do not know what brought that person to his present attitude. Perhaps he was beaten and abused as a child, and fears being vulnerable to others. Maybe she drinks because reality is just too unattractive. There may be no excuse for bad behavior, but there are reasons for it.

There is something perverse in the way that many of us (yes, I am guilty) enjoy analyzing the weird or 'ugly' handwritings. After all, they are so much more interesting than the 'ordinary' scripts. But behind every handwriting is a person with a story which all too often holds a lifetime of pain and frustration. I often remember Felix Klein's last letter, where he reminded us, "Be kind, everyone is fighting a hard battle."

I've developed a sort of 'acid test' for what to write when analyzing a writing with many negative traits, especially if it is for an employer. I only write what I would want the person to hear and know that it would not wound them. I tell the truth about what I see, but carefully. Every analysis should be written with compassion and kindness.

Everybody has a story, and it is our job to help it have a happier ending.



## Research Design

by Bill Knowles

Graphologists are often heard talking about "doing research." But before beginning a research project there are some important considerations to be made. First and foremost, the project must be properly designed.

Proper research design is not difficult to learn, at least enough to produce sound research results. Our public libraries and the Internet have plenty of material to help anyone understand the scientific method, and of course, university libraries are filled with that type of information.

The basic steps of the scientific method are:

- *Information is gathered about the question to be researched. That is, background is reviewed to determine what previous research has already been done.*
- *A statement of the problem is formulated and the purpose of the study.*
- *A hypothesis is made.*
- *Methodology is determined.*
- *Limitations are determined.*
- *A Confidentiality statement is obtained and Informed Consent form signed by participants*
- *A list of investigators is developed with a description of their roles in the project.*

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Jan-Mar  
1998

# Graphology in Argentina

Prof. Julio Nestor G. Cavalli, Principal, Emerson College

It is my pleasure to write to you, sending our warmest greetings from Argentina. We at the Emerson University College have received lots of letters and e-mails from all over the world about the degree we offer in Graphology.

Graphology is a new career in Argentina and its application has been authorized by the Ministry of Education. This is an historical moment which makes all graphologists who were involved in inaugurating this degree proud. From now on in Argentina, any public or private organization, company, educational institution, public or private health center, etc., will be able to request the services of a public Graphologist. They will have to demand to see his/her official card and his/her public enrollment.

Our first official act is to form an Associated Body to oversee the behavior and correct exercise of the member graphologists' professional functions. It will strive to keep Graphology as a science and ensure that there is no confusion in the community between the profession and any pseudo-graphological careers (i.e., those which involve predictions or fortune-telling, etc.)

Emerson is a private college and no other institution is licensed to dictate the career of graphology in Argentina. The College cannot amend or change syllabuses and/or subjects without the permission of the government. We offer one of the most comprehensive graphological programs in the world. Our emphasis is a communicative approach to Graphology and we have experts who teach using the most modern methods. The College is growing and, with its growth, there comes a diversity of expertise and opportunity through close association with other Colleges and Universities.

Although it was very difficult to obtain an approved program, the Graphology degree has been recognized by the Ministry of Education of Argentina. We presently have 100 students studying and doing research in Graphology to prove that the career is a viable one. This program is designed to complement a strong foundation in Graphology with a sound understanding of Psychology and Law. Students learn about graphology as the experimental study of human personality and develop a scientific approach to the theoretical and practical understanding of behavior. This covers a broad range of modern handwriting, including biological, legal, and social approaches to mind and behavior.

The degree program is taught through lectures, seminars and practical work, with 22 hours of weekly study. Students also take introductory and advanced courses in Computer Science which complements the Graphology study program. Graduates are in considerable demand here in Argentina, and we are thinking about opening some specializations. The training in Graphology may lead to work in related fields such as Social Work, Counseling, Market Research, Personnel Management, Law, Health Service, Criminal Justice, etc.; particularly those fields in which an understanding of human behavior and organization is an asset.

For those interested in working in Graphology, further training is often required and a degree is normally a pre-requisite. This course of study aims to develop a scientific approach to the study of human behavior, giving a broad understanding of psychological theory and research. It encompasses the range of modern psychology including the conceptual issues in understanding mental and biological issues (physiological and neurological aspects of behavior), as well as the social, developmental and personality factors which influence human behavior.

We also specialize in developing an understanding of the applications of psychology, including the use of psychological tests. During the two-year program, students cultivate a continuing dialogue between theory and practice, and they develop skills of observation, co-operation, and problem solving.

## The Five Natural Laws of Handwriting

Whether the handwriting is done in English, Spanish, French, Italian, or any other language, certain immutable facts are evident. It is particularly helpful to document examiners to be aware of these natural laws of handwriting:

### Handwriting

#### *Is brainwriting*

Written movement is under the direct influence of the central nervous system.

#### *Is affected by the awareness of the writer*

Writing awareness is highest at the beginning of writing movement (i.e., at the beginning of a word) and at its lowest at the end of the movement.

#### *Cannot be changed without affecting the writing*

Attempts to change our natural writing will be seen in the marks of the effort required to effect the change.

#### *Takes the path of least resistance*

When the writing circumstances are unfavorable (i.e., in illness, age, poor writing conditions), the writer uses forms familiar to him or which are easy to write.

#### *Varies according to the individual*

"The physiological mechanisms which produce the written movement are in correlation with the state of the central nervous system and vary in accordance with it."

(Summarized from *Graphology* by Renna Nezos; Rider books, 1986)

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Advertisements related to handwriting analysis will be considered. Send articles, questions, comments and other contributions to:

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# Does the Graphologist Need to Study Psychology? (Part Two)

In a recent issue of *The Vanguard*, Louise Erpelding discussed the question of whether a graphologist should study psychology. The following article addresses the same issue from a psychologist's point of view.

As one who deals with human behavior in its various manifestations, it would behoove every handwriting analysis specialist to be familiar with the various areas of psychology that specifically relate to the individual we analyze, and to the process of analysis itself.

## History and Systems

This is an historical view of psychology as a field born out of philosophy and medicine, maturing into an independent professional/scientific entity today. Information about this field of study could easily be acquired via an introductory course in psychology, Psych 101, or simply by reading/studying the text required for the course.

The importance of taking this type of course is that it gives the student an overview of the various fields of psychology, how they were developed and specifically how each field impacts upon the work of the graphologist who, like a psychologist, assesses human behavior. Such a course will enable the student to see the field as a whole, with all its interrelating parts, in the perspective of the history.

For instance, a great deal is made of the Gestalt and its implications for the field of graphology. However, merely using the term "gestalt," without knowing the details of how it was developed would invariably lead the graphologist to a misunderstanding or worse, a misrepresentation. We can deal with the Gestalt strictly as a concept in the psychological field of Perception. This would necessitate a firm grounding in neuropsychol-

ogy, and only then the implications for the daily usage by graphologists would become clear. Next, it would be useful to have a firm grounding in the Gestalt school of psychotherapy, as established by Fritz Perls. Perls was a psychiatrist, trained in the psychoanalytic school, who decided to shift the focus from the endless examination of the past to the emotional and cognitive processes of the "here and now."

## Personality Theories

This area in the field of psychology turns inward, yet within the historical perspective. Here we study the various approaches to the individual, attempting to answer the question, "what makes this person behave the way s/he does." These are not merely theories, as some of them are easily translated into concepts or descriptors of daily behavior, both normal and abnormal. Look at the various contributions of Freud and Jung to our daily language, personal and professional.

It is vital for the graphologist to be aware of the similarities and differences between the various personality theories, how they complement each other, and which of those theories would be the conceptual umbrella each graphologist would choose as his/her own.

Being familiar and comfortable with all of the above will help graphologists raise the professional profile and avoid some very common mistakes that are made in their reports, presentations and testimony.

For the most part, graphologists are more familiar with personality theories than others addressed in this

article. It is closely related to the history of psychology and is the foundation for any proper understanding of Psychopathology, again a major subject for any graphologist or clinical psychologist. Knowledge of this subject will become useful when discussing various features of the person being analyzed, and the proper usage of terms.

Too many graphologists forget that Persona, Id, self-actualization, and defense mechanism, were not formulated by the same person, and using them interchangeably as if they belong to the same frame of reference will get you in trouble time and again, as you will continue to demonstrate your lack of knowledge.

In brief, with psychologists as well as graphologists, a solid personality evaluation, and a solid report, can be produced only when the psychologist/graphologist, is well grounded in a personality theory of his/her choice.

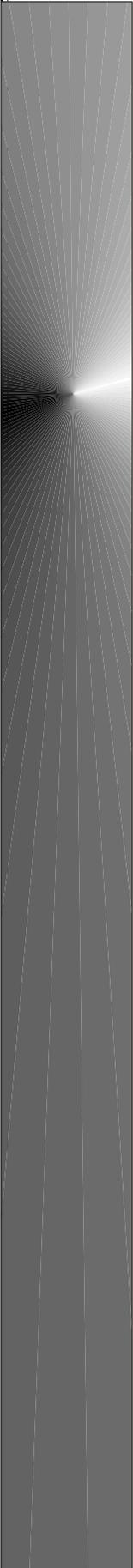
The personality theory will provide the overall view of the behavior we are discussing, providing the conceptual glue for the multitude of personality descriptors the graphologist or psychologist has provided in the report.

History and Systems, and Personality Theories, will provide the graphologist with a complete overview of the field as well as the place of the individual they are dealing with, i.e., getting the gestalt.

## Tests and Measurements

I never liked this section and, as if to punish me, I had to take it three times at different levels. Then, preparing for the national licensing exam, tests and measurements together with statistics, comprised 70-80% of the test. Yet, it is a subject of utmost importance, especially to an area whose validity is as hotly contested as graphology is.

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Graphology can and should be viewed as a personality test, for the most part, a Projective test. In the courts and in academia, Projective techniques have been taking a beating for years now. Why do we need to know this area? Consider a hypothetical situation: You are in court, having to defend your professional recommendations regarding a personnel selection case. First, your lawyer parades your qualifications and, if you are lucky and the judge did not throw you out of court. Then it is the turn of the opposing lawyer to handle the cross-examination.

Sooner or later, the lawyer will ask you two very simple questions:

1. *What is the validity of your technique?*
2. *What is the reliability of your technique?*

Validity addresses the very simple question, "Does the test measure what it says it measures?" One could argue that the entire field of graphology is not valid, i.e., the scribbles on the page have nothing to do with the personality of the writer. Well, we know better, but how do you convince a skeptical judge, or worse yet, a skeptical jury? With the lawyer asking such questions as, "Show me why this particular right margin measures fear of others or fear of the future?" and so on, the graphologist-witness could be left in a very embarrassing position.

Reliability basically means that we are checking whether or not a particular test or subtest will

measure today, tomorrow, a year from now, and across various examiners, the same feature, yielding the same measure, thus the same interpretation.

Think of it like having a car you can rely on: it would start every morning, at 100° or -30°, the brakes will stop it, and the steering will move the car where you want it to go. The same must be true with the test—it is reliable because under various conditions it will still measure consistently and yield consistent results.

Even if you know the topics and understand what the lawyer is asking you to explain, sooner or later it comes down to this question: *Can you point to the research that supports your claim regarding the validity of this measure, or the reliability of that test?* Not a pleasant place to be, not only for graphologists, but for anyone presenting findings based on Projective techniques alone!

In addition to the above, it would help every serious graphologist to be familiar with most, if not all, the tests presently in use by the psychologists. This will provide not only material for a lunch conversation, but will enable you to stand on firm ground when you discuss your findings, which at times will be contrasted with those of a psychologist or psychiatrist.

[Ed. Note: Dr. Bar-av will be hosting a workshop at the 1998 Vanguard Conference, discussing in detail current psychological tests]

## Psychopathology

The subject following the Theories of Personality is the field of Abnormal Psychology, or Psychopathology. We have discussed the importance of knowledge in this area on many previous occasions, thus a brief reminder will suffice. We need to be familiar both with the overall conceptual foundation of abnormal behavior and with the specific diagnostic formulations.

True, the graphologist in the present state of affairs is not allowed to affix a diagnosis; however, the graphologist is allowed to describe the behavior consistent with the diagnostic category the subject falls in.

A noted graphologist, in giving a behavioral example of a Schizoid Personality Disorder stated: *"He likes to work with material, not people, is a bit isolated, lacks warmth and has a lover in every port!"* Wrong!

The alleged splitting of the schizoid is in the thinking and the self-imposed isolation. With that, the Schizoid Personality Disorder has severe difficulties attaching oneself to others. If a true schizoid has one good intimate relationship, both he and his partner are very lucky. If the graphologist was well-versed in abnormal psychology and

the various diagnostic classifications, a mistake like this probably would not happen.

For those of you arguing that you do not need to know about all the aberrations in human behavior because you deal only with "normal behavior," (which is hard to find!), we need to understand that without knowing the aberrations you would not know/ understand what normal is. Evil does not exist without good, light without darkness, order without disorder, and so on.

Finally, as the weakest link in the graphological chain is research, having a working knowledge of basics in Experimental Psychology, or Research Design, is critical.

This will enable the graphologist to read the previous research with a critical eye, to solidify your presentation by excluding those items you know you cannot prove, and maybe when you are ready to do some real research, it will be quality research and not just research in name only.

If and when graphology is fully accepted, it will become an area of psychology. Before that happens, solid psychological knowledge will be required from those practicing handwriting analysis.

For the immediate future, for those of you contemplating applying for certification via the Vanguard network, without a working knowledge of the fields discussed above, it will be impossible for you to pass the exam!

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# The Triangle in Handwriting



Handwriting is filled with symbols. Examining the predominant shapes found in a particular writing is useful to help gain an understanding of the basic or core personality. Although it is a given that no individual part of writing should be inter-

preted on its own, if an element can be confirmed with other aspects of the script, its general interpretation will broaden the understanding of the whole person. We will lightly touch on one shape, the triangle, and put it within the context of some celebrated handwritings.

The triangle is the same form as the pyramid, considered the strongest possible construction. The wide base provides a firm foundation, is impenetrable and impossible to tip. Thus, a writer who chooses forms which include the triangle is steady in his opinions, sometimes to the point of stubbornness. He forms an opinion and plants his feet, just as immovable as the ancient pyramids at Giza.

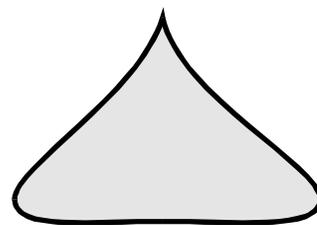
The triangle is found in the scripts of goal-driven men and women. Pursuit of the goal assumes such immense proportions in their lives that Angeles Arrien, in *Signs of Life*, suggests that the one whose primary choice is the triangle is so intent on following their dreams that their worst fear is that there will be no dream to follow. Their challenge is not to become so focused on the future goal that they neglect to put enough energy into their day-to-day lives.

The triangle writer is courageous and achievement-oriented. He will work hard to overcome just about any obstacle that gets in the way. The support of family and friends gives him the needed impetus to follow

through and complete the goal. Once the goal has been attained his sense of pride and satisfaction is unparalleled.

When looking for this form in a handwriting sample, it becomes evident that the same interpretations hold true, even when the writer uses only partial forms. In other words, the full triangle does not need to be present to infer a similar meaning.

The specific interpretation will depend largely on where the angles are found and in what context. Angles where there should be curves may be an indicator for unreleased tension or inability to express softer emotions.



*America is the greatest Country in the world. You can be anything you want to be within the laws of God and man. You can make your dreams come true if you work hard, stay focused on your goal and give back to the community that supports you.*

*Dave Thomas*

Founder of Wendy's Hamburger Restaurant Chain

Following are the handwritings of some high profile people who have dared to dream big and have made their dreams a reality.

Dave Thomas' handwriting (left) evidences a strong level of tension, which may also have a physiological basis.

You are encouraged to do some research on form symbolism and share the results with your fellow Vanguard

*Thanks for your encouragement and support. With your help and support, we'll have a great victory on November 3<sup>rd</sup>. Best wishes - Hillary*

First Lady of the United States

## And for those of you who are still interested...

True excellence requires a worthy dream, a good idea of how to realize it, and the courage to risk failure to achieve it.



Bill Clinton, 42nd President of the United States

Bill Clinton's handwriting is an interesting mixture of angles and curves. There is a strong practicality, a sense of being rooted (hugs the baseline). His pragmatism (strong middle zone, short upper zone) indicate someone who is in touch with what he can see, hear and touch (no reference to present situation intended).

The rounded quality (deep garlands) and warm color, combined with high degree of connectedness and close word spacing combine to suggest someone who truly needs physical contact of some type. Yet, the long, straight strokes on some word endings, including his signature, say that he has learned some caution when it comes to dealing with other people.

There is a firmness about the writing which belies those who accuse him of "waffling." However, what we do discover is that the fear of being disapproved (rounded forms and moderately large middle zone) prompt him to seek a consensus. There is a tendency to question his own adequacy when others attack him, but basically he appears to have strong self-belief (signature is clear and open, with "B" larger than "C").

Other samples show it more clearly, but the word "risk" in the above sample is hard to read, especially if taken out of context. He appears to be flexible on the surface, but underneath, is calculating the odds and the costs. He may seem amenable when he wants something, but is determined to keep the power in his relationships and make things work out his way. Under pressure, he may find himself telling less than the full truth. Even though a sense of guilt might prick at his conscience, it is unlikely to stop him from justifying his actions or behavior.

## Mandalay Beach rapidly approaching—too expensive?

If you think the Vanguard Conference costs too much, take a closer look. Two people sharing a room pay \$60/night each for a first-class hotel on the beach, which includes a full, cooked-to-order breakfast and happy hour each day of your stay.

If you don't want to pay the restaurant prices, you are free to bring your own food, as each room has a fridge and microwave. Every room is a suite with two bathrooms, a bedroom and a living room. Include a third person, and the cost goes down to about \$50/night (we'll help you with roommate as-

signments, if you like). Make your reservations now, before time runs out for the special Vanguard room rates!

A lunch and an evening reception are included in the tuition fee. The Sunday-Tuesday conference schedule provides a Saturday night stay, which reduces airfare. You will not find a better value anywhere. The speakers are spectacular, the topics enlightening, and there is a whole array of pre-and post-conference add-on workshops if you so desire.

The cutoff for early registration (\$235) was to have been February 15, but since this reminder was late, we are extending the deadline to March 1. After that, tuition increases to \$275 (unless prior arrangements have been made). All you have to do is send a \$50 deposit to The Vanguard and pay the balance by Conference time. You are welcome to use your Mastercard or Visa, and

don't forget, the entire trip may be a business expense—check with your accountant.

The Vanguard Conferences are a not-to-be-missed opportunity for learning and networking. Even if you are a brand new student, you will learn something because you will meet the top handwriting professionals in the field.

If you are considering certification, you may wish to apply for the benchmark test, to determine whether you are ready for that big step. In either case, call 888-426-2978 for a syllabus and application if you are interested.

Those who attend the 1998 Conference will see the first group of grandfather-certified professionals receive their Excellence pins.

Don't miss out! There may be other conferences to attend, but they are not *The Vanguard!*

# The Proof of The Pudding

There has been a great deal of debate about the validity of graphology as a tool for personality assessment, especially in the field of employment. The question is always asked: Where is the research evidence to back up the claims? Perhaps lessons could be learned from the experience of another field of 'science'—homeopathy—which has a similar history to that of graphology in many ways.

Homeopathy was born in Germany at the beginning of the 19th century, the brainchild of Samuel Hahnemann. The idea of like healing like was not a completely new one. There is a mention in Greek mythology of the rust from a spear being used to heal a spear wound at the specific suggestion of the oracle at Delphi. Hippocrates mentions the idea, too. But the system we know today as homeopathy was really first practiced about 150 years ago, first in Germany and then in France (compare graphology). In Germany homeopathy is regarded as a valid system of treatment. Though less accepted generally as a system of medicine in its own right, it has been used in Britain for almost as long.

Orthodox medicine claims that the principle of homeopathy is irrational. How can there be any valid claim when there is apparently no trace of the healing substance in the medication administered? Potentiation is simply not provable. Faced with something so clearly at odds with orthodox scientific thought, there have been demands for the mechanism to be explained, or for sound objective evidence to be provided that it actually works (compare graphology).

It does not help the cause of homeopathy, just as it does not help the cause of graphology, that there are so many people offering a service without credible qualifications or membership of a professional association. The situation is improving in Britain as far as homeopathy is concerned, as there has been a lot of coverage of registration of alternative medical practitioners in the press. If you

want to find a reliable homeopath, you find a name in the association's register. Unfortunately the same cannot be said for graphology, where it seems anyone can set up shop and offer analyses with or without a recognized qualification. There are booths at psychic fairs and beachfront souvenir shops. There are offers of cut-price profiles in popular magazines. As a potential client, it's not easy to find out what to expect from a graphologist, as there is no easy way of finding out what a course leading to a graphology 'qualification' consists of without actually paying to follow it.

The parallels with the plight of graphology continue. We all know that homeopathy works for some people and in some conditions. Most of us know a patient or a practitioner who can vouch for its efficacy. But there appear to be no generally accepted, scientifically controlled (i.e. double-blind crossover) trials, even though there are hundreds of remedies in use. There are homeopathic journals, and there are schools of homeopathy which run training courses. There are orthodox medical practitioners who use homeopathic remedies. There are pharmacies which sell the remedies along with all the other over-the-counter drugs. Books on the subject are available at ordinary bookshops so that one can teach and treat oneself at a basic level at least (compare graphology).

Another parallel perhaps. There are various offshoots of homeopathy such as flower remedies, crystal remedies, biochemic tissue salts, which one might compare with the various methods of handwriting analysis that have developed since Klages. Each practitioner swears by his own method, or may employ a combination of methods and theories.

And another. The treatment of homeopathy by the press and TV is very similar to their treatment of graphology. Documentaries emphasize the fact that there is no evidence and that 'expert' opinion is divided. Practitioners are expected to give a complete explanation of

their science in the space of about five minutes. Any patient who claims to have been cured by homeopathy is usually explained away.

There have been articles in quite prestigious scientific journals on both topics, but someone has always come forward later to debunk them on the basis of faulty research methodology or statistical error. So why can there be no conclusive research in the fields of homeopathy and graphology? The answer must lie in the fact that we are dealing with the whole person and a large number of interacting factors. No two people have the same combination of physical or personality factors, so there can be no control group against which to make measurements. No two practitioners will have exactly the same experience and training.

Homeopathy appears to work, in spite of its detractors, though not in every case. Graphology appears to work, in spite of its detractors, though not in every case. The orthodox alternatives to both appear to work, though not in every case. Maybe we have to accept that there will never be conclusive evidence, and that authorities such as the EEOC in the USA will lay down rules someday soon. But I doubt whether that will actually stop firms using analysts in an unofficial way. In the UK, the use of graphologists seems such a cloak-and-dagger affair anyway, that it would be well nigh impossible to prove that a company had used one.

There will always be clients who believe in graphology as a useful tool in a number of fields. The proof of the pudding, as we say in England, is in the eating.

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# But Web Surfing is only for Techies--NOT!

Remember when you didn't own a fax machine? How about a telephone answering machine? Makes you shudder to think of it, doesn't it! But, believe it or not, there are people in our business who don't own a *computer*! And of those who do, a die-hard group is still nursing the mistaken belief that something is just 'not quite right' about surfing through cyberspace by means of their computer keyboard.

In the 90's, being connected to the Internet is a vital component of the successful businessperson's bag of tricks, and owning a web site is becoming no less important than a Yellow Pages ad (but a lot cheaper). More likely than not, if you have corporate clients, they have an E-Mail address and will ask you for yours. When you are forced to confess, "I don't have E-Mail," you label yourself as someone who does not keep up with the times and, good, bad, or otherwise, these days, those who don't keep up are left behind.

You don't have to be a computer whiz to connect to the Internet, but there are a few terms you need to know:

**E-Mail: Electronic Mail.** A cost-effective, speedy, efficient way to communicate with one person or a thousand (or a million) with the push of a single button.

**ISP: Internet Service Provider:** A company who offers connection to the Internet. Also known as a "server" (as in, "my server is down"). America Online, Prodigy, and Compuserve are the largest ISP's, but many small companies also offer Internet connection. Your modem dials their modem, they 'shake hands' and *voila!* Cyberspace is yours for the asking. Costs average \$19.95/month for unlimited access.

**The Net:** Another name for The Web or Worldwide Web or Internet. A vast network (there's where 'net' comes from. Duh!) of computers around the world, connected by phone lines.

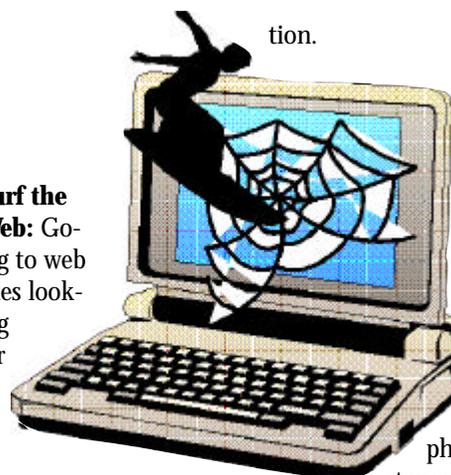
**Online:** You 'go online' when you connect to the Web through your modem.

**Browser:** The software you use to connect to the web through your ISP(!). Popular browsers are Netscape and Internet Explorer.

**Download:** Once online your computer automatically collects E-mail waiting for you and send (uploads) E-mail you have composed. Software programs (like *Sheila Lowe's Handwriting Analyzer*--a shameless plug) can also be downloaded from web sites.

**URL:** the web site address, such as [www.writinganalysis.com](http://www.writinganalysis.com) or [microsoft.com](http://microsoft.com)

**Surf the Web:** Going to web sites looking for



in-  
forma-

tion.  
**Search Engine:** Sort of an index of Cyber-space. There are several search engines, such as Yahoo. To get about graphology, for instance, enter the URL for the search engine in your browser, i.e., [www.yahoo.com](http://www.yahoo.com), then type "graphology." All the references to your topic will be listed. Probably more than you ever cared to know.

**Newsgroup:** A group of people interested in the same topic who "meet" online through E-Mail. If you are subscribed to a newsgroup, you could write an E-Mail and send it to the entire group. A fantastic format for interchange of information, and a great way to make new friends around the world. The Vanguard Forum Online recently discussed the Bill Clinton situation, with handwriting samples provided for downloading.

If we can answer any questions, call us: 805/259-8979 or E-Mail: [WriteChoice@prodigy.net](mailto:WriteChoice@prodigy.net).

## "I should let you see my handwriting!"

When you are a guest at a party, do you often find that the host asks you to analyze the handwritings of the other guests? Doctors, lawyers, psychologists and others professionals share the experience of being asked for their professional services in a social setting. It can be difficult and embarrassing when you either refuse or feel coerced into satisfying the request.

If you would rather beg off but are not quite sure what to say without sounding ungracious, you might try following the lead of a couple of well-known party guests:

Will Rogers, humorist - At a weekend house party hosted by William Randolph Hearst at San Simeon, Rogers, an invited guest, ended up entertaining the company throughout the weekend. When Mr. Hearst later received a substantial invoice for his services, he complained, "I didn't engage you as an entertainer. You were invited as a guest." Rogers response? "When someone invites me as a guest, they invite Mrs. Rogers as well. When they ask me to come alone, I come as a professional entertainer."

Michael Feinstein, pianist - When asked to play piano at parties where he is an invited guest, he says, "Tonight is my night off, and I am really enjoying myself. Do you mind?" Enough said.

You are a professional and you deserve to be paid for what you do. Don't let others take advantage of you and cheapen your craft.

- *The hypothesis is tested. If the results seem to be true, statistics may be employed to help decide what the results of the study mean.*
- *A blind test may be performed. This requires new data/samples. Repeating the experiment is important to make sure the results are always the same.*
- *Your findings are published in scientific publications. It is important for good research to be reported in publications where other graphologists will learn of the study.*

Without these steps, what you have is merely an anecdotal study, not valid research. Email: [NutHW@aol.com](mailto:NutHW@aol.com)

### Marcel Matley adds:

There are many things already in medical/psychological literature which directly touch on Graphological issues, and the people writing the stuff have no idea they touch on such things! Warning: Stuff in med-psych literature can invalidate the invalid Graphology! I point out such physical reality to graphologists and they go on as if physical reality had nothing to do with grapho reality. *You will have to say in your heart that you are ready to give up absolutely everything* if evidence comes in on the opposite side of what you teach and practice. It is very risky, this business of being realistic. Unfortunately, so-called research is used mostly as manipulation to validate profitable unreality and deny uncomfortable reality. Email: [MMatley@aol.com](mailto:MMatley@aol.com)

the long-awaited version 4.0 of their *Handwriting Analyzer* software. The update offers more than twenty new handwriting samples, a much greater range of possibilities in the reports, an even higher degree of accuracy, and several new features, including Job Ranking.

Job Ranking allows the user to compare several candidates for the same job and view their scores in a variety of settings. It also shows how one person rates against a list of different jobs. The Job Manager is one of the most popular modules with handwriting analysts using the software. By getting a customized job profile (job description) from the client, it is possible to accurately assess how close the applicant is to a perfect match for a specific job.

If you don't like writing reports, you will love the Handwriting Analyzer--it does all the hard work for you! And, a bonus for the graphologist-user is that the computer-

## Graduate Level Handwriting Analysis Courses

- *Connie (King) Fernandez has taught a graduate level course for credit (not adult ed.) through Adams State College, Alamosa, company two more times at the New Mexico Boys' School in Springer, NM, the state's maximum security juvenile prison. She taught ED 589, Improving Classroom Instruction through Handwriting Analysis, over several days for the entire instructional staff--apparently a first for handwriting analysis in this type of facility in NM, and probably in several other states! Thirty-two teachers/counselors and administrators were present.*
- *Mark Reddy holds a Master of Arts degree in the Psychology of Handwriting and teaches courses in handwriting psychology for college credit at Prescott College in Prescott, AZ. Three interrelated aspects of handwriting are discussed in detail: purpose, process, and product. Mark is a scheduled speaker at the 1998 Vanguard Conference. Email: [74542.2114@compuserve.com](mailto:74542.2114@compuserve.com)*
- *Several police officers assigned to a special forces department in Texas use handwriting analysis and hypnosis in their investigations. They recently formed a Board for handwriting and hypnosis specialists, with members throughout the US and Canada. Captain Gary Edwards, who is on the panel of speakers for the 1998 Vanguard Conference was nominated executive director. Captain Edwards teaches a handwriting analysis course at local colleges and, in an effort to increase the professionalism of handwriting analysis, prevailed upon the University of Houston to certify courses taught by board members. Gary Edwards: [dustybrd@hal-pc.org](mailto:dustybrd@hal-pc.org); Temporary web site: [www.nabh.com](http://www.nabh.com).*

## World's Most Advanced Handwriting Analysis Software - 4.0 released at last!

In January, RI Software, Inc. and Sheila Lowe released

generated reports can be exported to any word processor for editing if you see something you would like to modify.

The software is sold in two versions, Personal, which retails at \$99 and the Professional for \$395 (the Pro version includes the Personal, too). Several additional modules are currently being engineered, including one for criminal profiling and one for behavioral disorders, based on the DSM IV (Pro only).

A compatibility module also is in development for the Personal version, slated for release by Spring, 1998. Relationship styles include: **Addicted to Love Style**, **'I Gotta Win' Style**, **'Let Me Do It For You...Please' Style**, **'Do it the Right Way, Do it My Way' Style**, **Give Peace a Chance Style**, **'Let's Party' Style**, **'You Really Like Me--Don't You?' Style**, and the **Tyrannosaurus Rex Style**.

You are invited to try the Handwriting Analyzer software free by downloading a demo copy from [www.writinganalysis.com](http://www.writinganalysis.com). Current users can upgrade to v. 4 at a special price for a limited time. Runs on any Windows-based system. For information or to order, call toll-free 1-888-426-2978.

# Your Most Important Office Machine

**I**t's not your computer, nor your photocopier, not even your fax machine. It may be the smallest expense in your office and it may sometimes be buried under piles of files. Yet, it is the one machine that connects you to the whole world--yes, your telephone. The lowly telephone, credited to Alexander Graham Bell whose string and tin can is arguably one of the most powerful instruments in the world. How powerful is the telephone in *your* office?

It keeps you in touch with your customer base, it allows you to send faxes, it hooks you up to the Internet. And one of its most important functions is as a marketing tool.

Without a telephone you may as well take down your shingle and quit. So let's consider some simple guidelines for using this small but important plastic box to our advantage.

Even a one-line telephone can make you sound like a large company. The telephone company offers a variety of services so you do not have to interrupt an important conversation and get sidetracked when another call is coming in (exposing callers to a busy signal is not even a consideration!). Call Waiting (or your phone company's equivalent) gives you a choice of whether to answer a second call or not by making a beep tone on the line.

If you do not want to be interrupted, Voice Mail allows calls to be automatically forwarded to a recorded message. Multiple voicemail boxes are usually included in the monthly fee, so for as little as \$20/month you can have a recorded message saying, "...Press 1 for Mr. Jones, Press 2 for Mrs. Smith..." etc. And sound like a giant corporation.

Clients tend to feel more comfortable when they believe their needs are being addressed by a substantial company.

☎ Answering the phone in a professional manner is essential, which is why it is important to have a separate business line. Even with the growing popularity of telecommuting, you want your clients and those whom you want to become your clients to feel your are in a "real" business. Simply answering with, "Hello," tells the caller you are answer-

ing the phone at home, which does not give the impression of a successful business. At the very least, answering with your name gives the impression that the caller is reaching your private line.

☎ If young children or teenagers answer your office phone, you again run the risk of looking unprofessional. At the very least, train your teenagers in how to answer business calls and politely take messages. In the same vein, loud heavy metal music or hip hop (or whatever they listen to these days), or television playing in the background detracts from your professional image.

☎ Pay attention to how you sound on the phone. Your voice is the only part of you to connect with the person on the other end of the line, so put a smile into it--it makes a difference. If you don't think so, call a friend and ask them to speak with a smile and then a frown. You will be able to tell the difference, even though you cannot see their face. In fact, the experts say that body language is important over the phone. They suggest dressing neatly and acting as if the person on the other end of the line were right in front of you (What! No more business calls at 3pm in my jammies?!)

☎ Speak up and speak clearly. It can be irritating to keep asking someone to repeat themselves. Some telephones come with volume control. It is a good idea to keep a glass or a bottle of water nearby to combat that embarrassing 'frog in the throat' feeling if you've been speaking for some time.

☎ If you spend a great deal of time on the phone, a headset is helpful and saves on chiropractor bills from the stiff neck you get when cradling the phone on your shoulder! Some headsets plug into the

phone, but give you some leeway at your desk. Others are portable and allow you to walk around the office while speaking. Costs range from around \$75 to more than \$200, depending on your needs.

☎ Know what you are going to say before you call. You don't have to have a script (though it might help in some cases), but if you have a good idea of the topics and points you want to cover you will avoid waiting your time and the other person's.

☎ Be prepared to leave a message, especially when you are making a sales-type call. Be brief and to the point, say your name and number slowly and clearly. You may even want to repeat them. Give the person a reason to want to call you back.

☎ Finally, pay attention to your own responses when you are the caller. How do you like to be treated when you make a call? Apply the golden rule (do unto others as you would have them do to you)

You don't have to be IBM to sound like a billion dollar operation. Personally, if I am not well treated when I call a business office, they have lost my business.

A cold or rude voice on the other end of the phone can ruin your day, but a polite, courteous voice with a smile can make it. Use that most important business machine to raise your level of suc-



Continued from page 2

Following is the outline of the subjects that students of Emerson University College study.

1. Graphology I
2. Graphology II
3. Graphology III
4. Graphology IV (Emotional Graphology)
5. Law I
6. Law II
7. Seminar I ( Signatures )
8. Seminar II ( Graphopathology )
9. History of the Writing
10. Anatomy of the Nervous System
11. Psychology of the Personality
12. General Psychology I
13. General Psychology II
14. Child Graphology
15. Physical-Chemistry
16. Evolutive Psychology
17. Psychopathology
18. Psychological Tests I
19. Psychological Tests II
20. Ancient Documentation and Paleography
21. Experts investigations and studies
22. Methods of Graphoanalysis
23. Professional Practice I ( apprenticeship )
24. Professional Practice II ( apprenticeship )
25. Introduction to the Criminology
26. Professional Ethics
27. Professional and Vocational Guidance

Our contact numbers are: (54-1) 811-7895) and fax 813-1072. Viamonte 1633 - (1055), Buenos Aires, Argentina.

You can become a member of Emerson University College and will be able to study as a distance-learning program student, receive Emerson's Graphological periodicals and keep a permanent communication with students and teachers of Emerson. Thank you so much to all the people who have sent us letters, telegrams and words of congratulations.

Now I have the pleasure of announcing that on November 12 in Buenos Aires, Mauricio Xandro from Spain received a "Honoris Causa Ph.D." The University of Flores of Argentina bestowed this honor because of his direction, his ethics, and his struggle in the Graphology field. I think it is the first time that a Graphologist receives this honor. It was a pleasure to be part of it. On the same day, our first Public Graphologist graduates received their official degree in Handwriting! We must all be proud. Anyone who wants to congratulate Professor Xandro can write to:

Sociedad Espaniola De Grafologia  
Ave. Mediterraneo, 18 - Bajo C; (28007) - Madrid  
tel: 552-0261; fax: 501-4145

We are very interested in establishing a Latin American Society of Graphology. Please let us know if you are aware of any Latin American graphologists. Such a Society could be a very important step in establishing the graphology degree in other countries. It also could help graphologists to keep in touch and exchange information, investigations, news, jobs, etc. We look forward to hearing from you soon. Please let me know if you speak Spanish.

E-Mail addresses: [emerson@overnet.com.ar](mailto:emerson@overnet.com.ar) and  
[infoeeme@canopus.com.ar](mailto:infoeeme@canopus.com.ar)

## More News from Abroad

### British Symposium 1999 -

The 6th British Symposium on Graphology will be held at Wadham College, Oxford on 3-5 September 1999, organized by the British Institute of Graphologists. Abstracts for papers are invited before 30 Nov 1998. To BIG, 24-26 High Street, Hampton Hill, Middlesex TW12 1PD

### International Conference 2000 - "Beyond the Year 2000"

will be held in Bologna, Italy on 8-10 September 2000, organized by the Associazione Grafologica Italiana. It is expected to be a major conference. Contact Ambra Draghetti, via Croce di Camaldoli, 11 - 44100 Bologna, Italy. Tel 051/470801 Fax 051/481339.

Nigel Bradley ([www.leylines.com/leylines/nrbhome.htm](http://www.leylines.com/leylines/nrbhome.htm)).

Nigel Bradley offers several valuable publications, including A multi-lingual Dictionary of Graphology and Oxford 1987, the First British Symposium on Graphological Research. He also has graphology and psychology books in German for sale. E-mail him for information and a book list: [bradlen@westminster.ac.uk](mailto:bradlen@westminster.ac.uk)

## We note their passing with sadness

### Hans Eysenck

(4 March 1916-4 Sept. 1997) - Born Berlin, Germany. Psychologist. Author of over 50 books and some 1000 articles. Studied at University in Dijon, France and London. He identified "measurable" areas of personality as intelligence, neurosis, extro/introversion and psychosis. He was critical of Freud and psychotherapy, and he took an interest in graphology. The areas of personality that he identified became standard components of psychological tests. (from *Graphology Digest*, October 1997 Issue 45)

- Nigel Bradley

### Raymond Cattell

On February 2, Raymond Cattell, world renowned psychologist died in Hawaii, surrounded by his loving wife and family. He is known for the construction of the 16pf and various other psychological instruments, theories and concepts. He lived a long life, dying at 90+. Since he had given his blessing to current, ongoing research combining handwriting analysis and the 16pf, his life and his passing are of consequence to us all.

- Carol Forsloff

## Sheila Lowe & Associates - The Vanguard *News for the Successful Handwriting Professional & Serious Student*

25746 Leticia Dr., Valencia CA 91355-2263

<http://www.writinanalysis.com>

### SUBSCRIBERS IN THE NEWS!

Press releases pay off. News releases for National Handwriting Day produced excellent publicity. Results reported to *The Vanguard* included:

- **Jeanette Farmer** - Interview in the *Denver Post*, a Texas newspaper and radio interview.
- **Ruth Holmes** - Two lectures including the Chamber of Commerce, and three newspaper interviews.
- **Sharon Johnson** - Interview on local NBC affiliate and a column in a local newspaper.
- **Kris Leaver** - Lectures at Lions and Optimist Clubs

Did you use Valentine's Day as a good opportunity to generate publicity? Some graphologists contacted their local radio and TV stations with ideas about famous couples' handwriting (the Clintons, for one). Or President's Day--George Washington and Abraham Lincoln's handwriting is available.

Don't miss the next chance--how about Memorial Day? Perhaps the writing of George Patton, Ike, or other famous military men could provide a jumping-off point. Fourth of July--Francis Scott Key; etc., etc. You get the point.

Let us know your success stories!

## Something to Think About

- ☆ To handle yourself, use your head  
*To handle others, use your heart*
- ☆ Anger is only one letter short of danger
- ☆ If someone betrays you once, it's his fault  
*If he betrays you twice, it's your fault.*
- ☆ Great minds discuss ideas;  
average minds discuss events;  
*small minds discuss people.*
- ☆ Learn from the mistakes of others.  
*You cannot live long enough to make them all your-*  
*self.*
- ☆ The tongue weighs practically nothing, but few people can hold it.
- ☆ He who loses money, loses much;  
**He who loses a friend, loses more;**  
*He who loses faith, loses all.*
- ☆ Beautiful young people are accidents of nature,  
*but beautiful old people are works of art.*