

The Art of Rapport

Rapport is the process by which we create an atmosphere of understanding and connection with another individual. Most of us will have rapport with certain people at various times. We may not always have conscious awareness of how we are creating this rapport. We certainly know when we have lost it though, but usually only after the fact. With rapport, we can be much more influential with other people.

***Rapport
begins with
understanding
the world of
the other
person.***

There is something that happens when rapport is established. We start to match the other person's body posture, their gestures and even their breathing. We will match the words that they use and also match their tone of voice. Most of us, may not be aware of when we match and when we mismatch. Having a conscious awareness is the key to getting much more flexibility in our communicating with others.

Neuro-Linguistic Programming (NLP) is set of principles and techniques that help us gain more choice and awareness in our lives by looking at:

Neurology: our brain, our physiology, our body position and movement

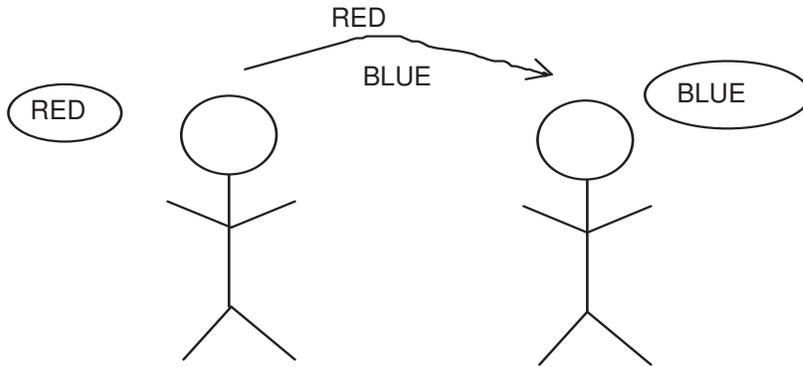
Linguistics: our speech, our thoughts and how we think

Programming: our programs of behavior and thought patterns

Communication basics

Presupposition:

The meaning of the communication is the response you elicit.



We know we have communicated with someone when they understand what we intended. The messenger does not stop trying until the message is received.

Presupposition:

There are no failures in communication, only outcomes.

Most Communication is Non-Verbal

Body

1. Body Posture
2. Body Movement
3. Eye Contact
4. Center of Gravity
5. Rhythm
6. Gestures
7. Breathing
8. Miscellaneous Matching —clothing, environment, language

Voice

1. Volume
2. Tempo/Rate of speech
3. Tone/Pitch
4. Timbre
5. Pauses
6. Melody

Representational Systems

Communication specialists discovered that we all tend to re-present reality to ourselves. This is what is called subjective experience. To come closer to sharing what a person's subjective experience is like, they found that using sensory based language was more useful in gaining understanding. For instance, when I talk about a relationship with a co-worker, you really can never know exactly how I am experiencing that relationship internally. I can tell you words that re-present it to you; but, you have to make your own re-presentation in your own head of what you think. In further examining each person's subjective reality, that is, how we personally experience something, we noticed that people began to describe it in terms of their senses: I see it, I hear it, I feel it.

Visual

Auditory

Kinesthetic

We can get a glimpse of what system a person is experiencing by listening to their speech. The words may begin to describe visual, auditory or kinesthetic processes. These are called **verbal predicates**.

Verbal Predicates

| VISUAL | AUDITORY | KINESTHETIC |
|---------------|-----------------|--------------------|
| PICTURE | TUNE IN | TOUCH |
| CLEAR | NOTE | HANDLE |
| FOCUS | ACCENT | THROW |
| PERSPECTIVE | RING | FINGER |
| SEE | SHOUT | SHOCK |
| FLASH | GROWL | STIR |
| BRIGHT | TONE | STRIKE |
| OUTLOOK | SING | IMPRESS |
| SPECTACLE | SOUND | MOVE |
| GLIMPSE | HEAR | HIT |
| PREVIEW | CLEAR | COLD/HOT |
| SHORTSIGHTED | SAY | IMPACT |
| DISCERN | SCREAM | STROKE |
| DISTINGUISH | CLICK | TAP |
| ILLUSTRATE | STATIC | RUB |

| | | |
|---------------|-----------------|--------------------|
| DELINEATE | RATTLE | CRASH |
| PAINT | ASK | SMASH |
| CLOUD | CHORD | SHARPEN |
| CLARIFY | AMPLIFY | TANGIBLE |
| GRAPHIC | HARMONIZE | CRAWL |
| Visual | Auditory | Kinesthetic |
| DRESS UP | KEY | IRRITATE |
| SHOW | MUFFLE | TICKLE |
| POINT OF VIEW | HEAR ME OUT | GET A FEEL FOR IT |

What representational systems are in the following?

I *see* you are not *looking* forward to the *show* tonight.

I *hear* what you are *saying*, but it is not *clicking* with me.

I *feel* that you are right, but I need to know why you have been *cold* towards me.

Something you *said* left a bad *taste* in my *mouth*.

I am trying to *grasp* what you are *saying*. Please *tell* me again.
Let me *see* your plans, then I will *talk* with you.

It is *clear* to me now.

How we phrase our message can mean all the world of difference to a person. If we speak their “*language*,” they will feel more understood. If we don’t, they may have to “*translate*” what we said into what feels most comfortable to them.

HOW DOES THIS **LOOK** TO YOU?

HOW DOES THIS **SOUND** TO YOU?

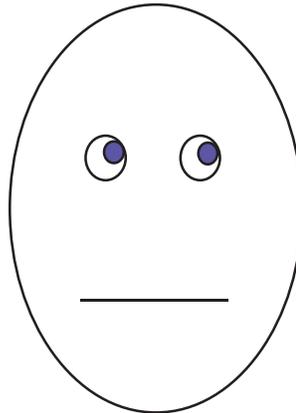
HOW DOES THIS **FEEL** TO YOU?

Eye Accessing Cues

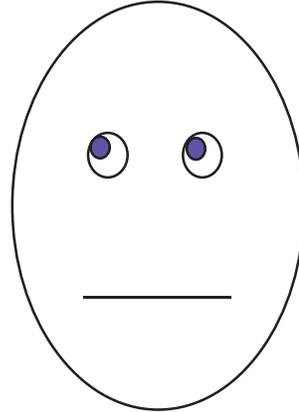
Not only can we tell what representation system a person is using by their speech, but we can also tell by how they are moving their eyes. As a person begins to answer questions, or access information, they tend to move their eyes certain directions.

For example, most people tend to move their eyes to the left when thinking of the past and to the right when thinking of the future.

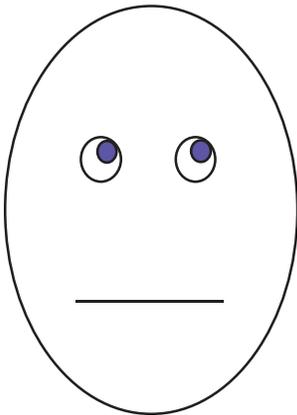
**Looking left—Thinking about
the past,
remembering**



**Looking right—Thinking about
the future,
construction**

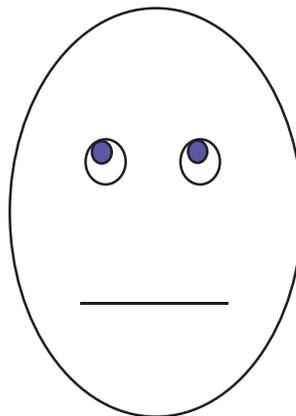


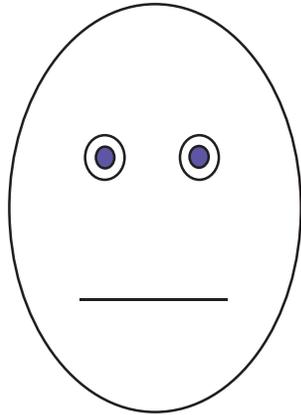
Visualizing Pictures



Looking Up and Left—Seeing a picture from the past

Looking Up and Right—Visualizing the future

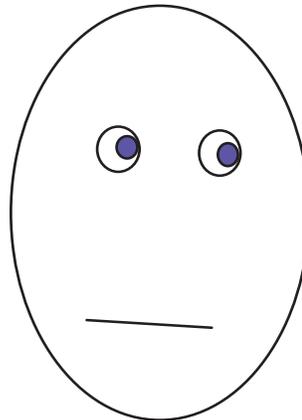




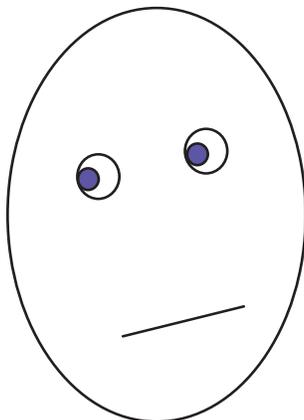
Eyes Defocused, Breathing Slowed—Visualizing something

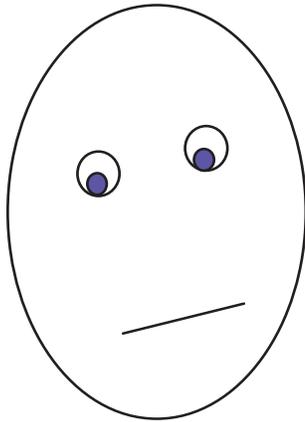
Hearing Sounds

Looking level and Left—Remembering sounds from the past



Looking Level and Right—Constructing sounds in future

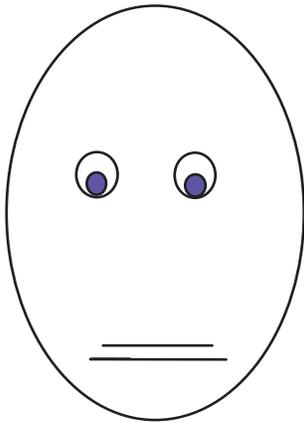




**Looking down and Left—Self Talk,
thinking of what you're going to say next**

Feelings

Looking Down—Feelings, both internal and external



Emotions: Internal Feelings

E-motions move us. *Energy in motion*. Pain moves us toward healing. Fear moves us to fight or flight. Anger moves us to change something we don't like. Tiredness moves us to sleep. Conviction moves us to repentance. Compassion moves us to help. Embarrassment moves us to cover up. Joy moves us to share the experience with someone else. Every true emotion will move you somewhere. Emotions are not right or wrong, it is where they move us that usually proves useful or not.

We can feel the coldness and wetness of a snowball or we can feel the excitement of skydiving. Feeling things like texture, temperature, wetness, pain, etc. are external feelings. Internal feelings tend to be emotion-like. Fear and joy you can feel in your body. People can have more choice with emotions the more they know how they experience something inside.

Presupposition:

Language is a secondary representation of experience.

Presupposition:

The highest quality information is behavioral and sensory-based.

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