Rapport Building

- **Dance of mutual responsiveness**

- **Relate to others**

- **Climate of trust and understanding**

- **Establish a feeling of comfort and commonality**

- **See each other's point of view**

- **Be on the same wavelength**

- **Be able to appreciate other people's feelings**

- **Rapport develops from responding to someone utilizing**
  - **words (7%)**
  - **voice tone (38%)**
  - **physiology (55%)**
  - ➢ **This means, 93% are non-verbal (!)**

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Process Rapport Building

- **Rapport** is the process of responsiveness, at the unconscious level

- **Physiology (55%)**
  - **Breathing – single most important component as it influences tonality, words, thinking and emotion**
  - **Posture**
  - **Gestures**
  - **Facial expressions and blinking**
  - **Proximity & Touch**

- **Tonality (38%)**
  - **Voice – Tone, Tempo / Speed**
  - **Timbre**
  - **Volume**

- **Words (7%)**
  - **Predicates & Key Words**
  - **Common experiences & associations**
  - **Content chunks**
  - **Speed of processing**

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Three ways to gain rapport: matching, mirroring, pacing and leading an aspect of someone's physiology

- **Matching**
  - Replicating exactly some aspect of person's physiology, behavior, words or voice of tone
- **Mirroring**
  - Replicating the mirror image of an aspect of someone's physiology. This results in deep rapport quickly
- **Cross over Matching / Mirroring**
  - Matching / Mirroring one aspect of a person's physiology with a different aspect of your own physiology, such as their breathing with your

finger movement or crossing your legs if the other person has their arms crossed

- **Pacing and Leading**: pace, pace, pace, lead…
  - When the quality of rapport is good it is possible to encourage an individual to follow the movements and thinking which you are using. Pacing and leading involves matching someone for a while (pacing) until you have gained a level of rapport sufficient that when you slowly start to change what you are doing the individual will follow you (leading)

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Initials	Representational System	Characteristics
V	Visual (Pictures)	▪ Memorise by seeing pictures, and are less distracted by noise ▪ Often have trouble remembering verbal instructions because their minds tend to wander ▪ Fast talkers, use picture descriptions during conversation
A	Auditory (Sounds)	▪ Are easily distracted by noise ▪ Can repeat things back to you easily ▪ Learn by listening ▪ Usually like music and talking on the phone ▪ Memorise by steps, procedures, and sequences (sequentially)
K	Kinesthetic (Tactile Sensations and Emotions)	▪ Often move and talk very slowly ▪ Stand closer to people than a visual person does ▪ Memorise by doing or walking through something ▪ Checkout their feelings prior to expressing their thoughts ▪ Very physical people and like to touch during conversation
Ad	Auditory-Digital (Our Self-Talk)	▪ Will want to know what you do or promote it if it „makes sense" ▪ Typically talk in terms of facts, statistics and logical arguments ▪ Auditory digital person can exhibit characteristics of the other major representational systems ▪ Speaks in a clipped, crisp, and monotone way

Identify your preferred representational system

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What is your preferred representational system? For each of the following statements, please place a number next to every phrase and use the following system to indicate your preference						

4 = Closest describing you 3 = Next best description of you			2 = Not so well description of you 1 = Least descriptive to you			

1. I make important decisions based on:		2. During an argument, I am most likely to be influenced by:		3. I most easily communicate what is going on with me by:	4. It is easiest for me to:		5. My behaviour is:	
Gut level feelings		The other person's tone or voice		The way I dress and look	Find the ideal volume or tuning on a stereo system	?	I am very attuned to the sounds of my surroundings	
Which way sounds the best		Whether or not I can see the other person's argument		The feelings I share	Select the most intellectually relevant point on an interesting subject	?	I am very adept in making sense of new facts and data	
What looks best to me		The logic of the other person's argument		The words I choose	Select the most comfortable furniture	?	I am very sensitive to the way a jumper feels on my skin	
Precise review and study of the issues		Whether or not I feel I am in touch with the other person's true feelings		The tone of my voice	Select rich, attractive combinations	?	I have a strong response to s and to the way a room looks	

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(Example how to transfer and evaluate responses)

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Copy your answers to the lines below (Example with letter "Kinesthetic answers")

Question 1		Question 2		Question 3		Question 4		Question 5	
K	4	A	?	V	?	A	?	A	?
A	?	V	?	K	2	Ad	?	Ad	?
V	?	Ad	?	Ad	?	K	1	K	4
As	?	K	3	A	?	V	?	V	?

Add the numbers associated with each letter. According to the five questions, there will be five entries for each letter

Question #	V	A	AD	K
1				4
2				3
3				2
4				1
5				4
Totals				14

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Evaluate your answers

Copy your answers to the lines below (Example with letter "Kinesthetic answers")

Question 1		Question 2		Question 3		Question 4		Question 5	
K		A		V		A		A	
A		V		K		Ad		Ad	
V		Ad		Ad		K		K	
As		K		A		V		V	

Add the numbers associated with each letter. According to the five questions, there will be five entries for each letter
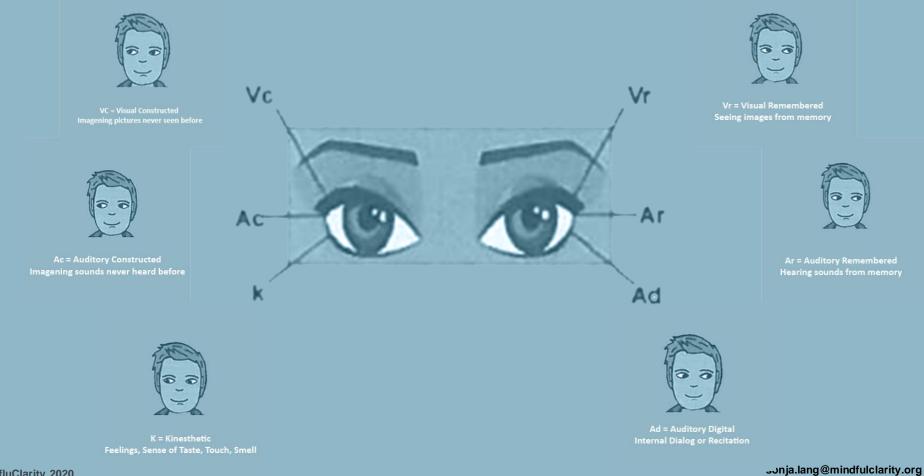
Question #	V	A	AD	K
1				
2				
3				
4				
5				
Totals				

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Example questions to address representational systems

Visual	Auditory	Kinesthetic	Auditory Digital
If I could **show** you an attractive way in which you could have whatever you want, you would at least want to **look** at it, wouldn't you?	If I could **tell** you a way in which you could have whatever you want, you would at least want to **hear** about it, wouldn't you?	If I could help you **get hold of** a concrete way in which you know you could have whatever you want, you would at least want to get a **feel** for it, wouldn't you?	If I could arrange for you to **obtain** what you require, you'd want to **consider** it, wouldn't you?
If this **looks** good to you we will go ahead and focus on getting the paperwork done.	If this **sounds** good to you we will go ahead and **discuss** how to set up an account.	If this **feels** good to you we will go ahead and set up an account by handling the paperwork.	If it **makes sense** and is logical, we'll proceed and **process** the account opening.

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Eye patterns

VC = Visual Constructed
Imagening pictures never seen before

Vr = Visual Remembered
Seeing images from memory

Ac = Auditory Constructed
Imagening sounds never heard before

Ar = Auditory Remembered
Hearing sounds from memory

K = Kinesthetic
Feelings, Sense of Taste, Touch, Smell

Ad = Auditory Digital
Internal Dialog or Recitation

Vc   Vr

Ac   Ar

k   Ad

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VC = Visual Constructed
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Visual Construct

- What would your room (car) look like if it were blue?

- What would your house look like overgrown with ivy?

- What would your car look like with 50 helium balloons attached?

Visual Remembered

- What color was the room you grew up in?

- What color was your first car / bicycle?

- What did your favourite toy look like when you were a young child?

- What was your teacher/boss/partner wearing this morning?

- What color comes after red on traffic lights?

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Ac = Auditory Constructed
Imagening sounds never heard before

Ar = Auditory Remembered
Hearing sounds from memory

Auditory Construct	Auditory Remembered
▪ **What would I sound like if I had Donald Duck's voice?** ▪ **What would it sound like in an echo chamber?** ▪ **What would your car horn be like if it sounded like a foghorn?**	▪ **What was the very last thing I said?** ▪ **Remember the sound of your mother's / boss' / partner's voice?** ▪ **What did your favorite song in school sound like?**

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Internal Dialog or Recitation

Kinesthetic	Auditory Digital

- What does it feel like to put on wet socks?
- Remember the feeling of walking along the beach barefoot?
- What does your favourite food taste like?

- Recite a prayer or a poem to yourself?
- What do you say to yourself when things go wrong / right?
- Recite your three times table to yourself?

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Rapport Building	Representational Systems	Elicitation of Eye Patterns

Rapport Building

- Matching, Mirroring, Pacing & Leading
- **Physiology (55%)**
  - Breathing
  - Posture (including tilt of head & spine)
  - Gestures, Facial expressions and blinking
  - Proximity & Touch
- **Tonality (38%)**
  - Voice – Tone (pitch or frequency)
  - Tempo / speed (speed, pace or rhythm)
  - Timbre (quality or characteristics)
  - Volume (loudness)
- **Words (7%)**
  - Predicates, Key Words
  - Common experiences & associations
  - Content chunks
  - Speed of processing

Representational Systems

- **Predicates** in their language: use for gaining and enhancing rapport, meaningful communication
- **Eye accessing cues**: Use for indicating which representational system is used
- **Visual**
  If I could show you an attractive way in which you could have whatever you want, you would at least want to look at it, wouldn't you?
- **Auditory**
  If I could tell you a way in which you could have whatever you want, you would at least want to hear about it, wouldn't you?
- **Kinesthetic**
  If I could help you get hold of a concrete way in which you know you could have whatever you want, you would at least want to get a feel for it, wouldn't you?
- **Auditory-Digital**
  If I could arrange for you to obtain what you require, you'd want to consider it, wouldn't you?

Elicitation of Eye Patterns

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