The Who, What, When and How of Effective Conversations

ANTHONY POPONI
EMAIL: ANTHONY@ANTHONYPOPONI.COM
WEB: WWW.HUMORE.US
PHONE: (808) 421-8855
FAX: NO ONE USES FAX ANYMORE
**Communication - More Than Just Words**

5 Words

1. _____________________________________
2. _____________________________________
3. _____________________________________
4. _____________________________________
5. _____________________________________

<table>
<thead>
<tr>
<th>PHYSIOLOGY</th>
<th>TONALITY</th>
<th>WORDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Posture</td>
<td>Pitch</td>
<td>Word selection</td>
</tr>
<tr>
<td>Gesture</td>
<td>Speed</td>
<td>Key Words</td>
</tr>
<tr>
<td>Facial Expressions</td>
<td>Quality</td>
<td>Common Experiences</td>
</tr>
<tr>
<td>Blinking</td>
<td>Volume</td>
<td>Big Picture/Details</td>
</tr>
<tr>
<td>Breathing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proximity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**To Do:** Assign percentages to these three areas of how we process communication messages from another person.

*(Hint: 100% is your total, ahem.)*

**My Guess Is.....**

- Words: ___________%
- Tonality: ____________%
- Physiology: ___________

**Actual.....**

- Words: ___________%
- Tonality: ____________%
- Physiology: ___________

**Tonality And Physiology Combined ____________%**

www.anthonypoponi.com  (808) 421-8855  anthony@anthonypoponi.com  ©2018 Anthony Poponi. All rights reserved.
SENSORY ACUITY - READ SOMEONE LIKE A BOOK

WATCH: EYES  SKIN  LIPS  BREATHING

Rapport - Connect Instantly With Anyone

Rapport - (AS A PROCESS) a feeling of liking someone you communicate with achieved through the intentional process of establishing and maintaining rapport. Rapport is a process of responsiveness and not necessarily truly liking someone.

Simply put...rapport is being ___________ someone.

MATCHING AND MIRRORING

1. _____________________________
2. _____________________________
3. _____________________________
4. _____________________________

CHUNKING

UP AND DOWN

L__________vs. S__________
# Language Cues

First, understand the person across from you and their preferred system of communication using **language cues**.

## 1. Visual
- Appears
- Clear Cut
- Dim
- Hazy
- In Light of
- Naked eye
- Shortsighted
- Take a peek

> If I could **SHOW** you a CLEAR benefit you would want to **LOOK** into it further, right?

## 2. Auditory
- Unheard of
- Give me your ear
- Call on
- Blabbermouth
- Heard voices
- Idle talk
- Hold your tongue
- Tuned in/out

> If I could **TELL** you a way in which you could benefit would it **SOUND** appealing?

## 3. Kinesthetic
- Heated argument
- Hothead
- Pull some strings
- Boils down to
- Pain in the neck
- Topsy-turvy
- Get in touch with
- Hang in there

> If you **GET A FEEL** for how this would benefit you would that help you **GET A HANDLE on this**?

## How To Maintain Rapport

### Do Nots:
- Check your phone when talking to someone
- Talk “at” someone instead of with someone
- Be distracted by background noise or activity
- Fail to follow their patterns of communication (verbal and nonverbal)
- “Yes, but...”; “I understand....” - these phrases diminish others and break rapport

### Dos:
- Use their language patterns (visual, auditory, kinesthetic)
- Ask questions, talk less, listen more
- Deliberately and naturally imitate their behaviors (posture, speed of talking, behaviors, gestures)
- If you break rapport, get it back before proceeding further
- “Yes, and....”; “I agree, and...”; “I respect, and....” these phrases validate and acknowledge others

Get a PDF of this document and your checklist at: [www.anthonypoponi.com/communication](http://www.anthonypoponi.com/communication)