

The Who, What, When and How of Effective Conversations

Anthony Poponi, Certified Heckler

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TERRY GROSS

FOUR WORDS: Tell me About Yourself

“A good conversationalist is somebody who is fun to talk to,”

The secret to being a good
conversationalist?

Curiosity.



WWW.
HUMORE.US



GOOD CAUSES.  GOOD TIMES.

AS SERIOUS AS WE NEED TO BE - AS FUNNY AS IT GETS

ANTHONY POPONI

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**CERTIFIED
HECKLING
PROGRAM**

A circuitous path....

- Biologist
- Outreach Guy
- Teacher
- Nature Guide
- Gym Owner
- Executive Director
- Development Director
- Major Gifts Officer
- Sales and Marketing
- Communications

And now self-employed....

MY TITLES

- Minister of Mirth
- Senior VP of Silliness
- Comedic Community Catalyst
- Hapless Humorous Heckler
- Curator of Connectivity
- Agent of Alliteration, Always

MY ROLES

- Connector: Isolation Kills
- Laugh: Life is short, Live it
- Activate: Community Catalyst
- Creator: Creation vs. Discovery
- Inspire: I've Found My Gift

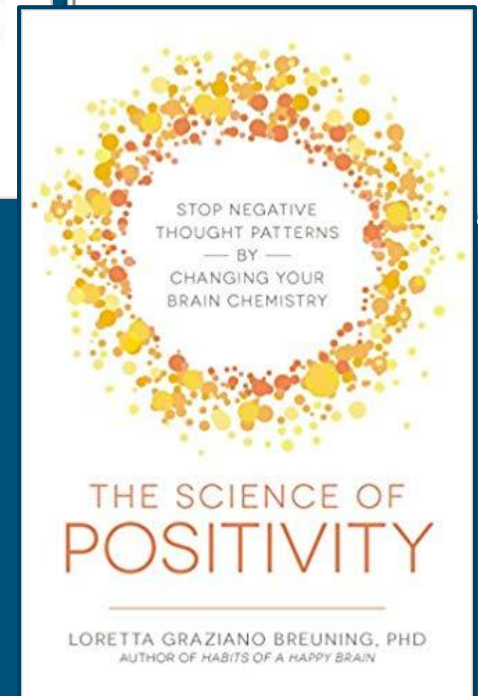
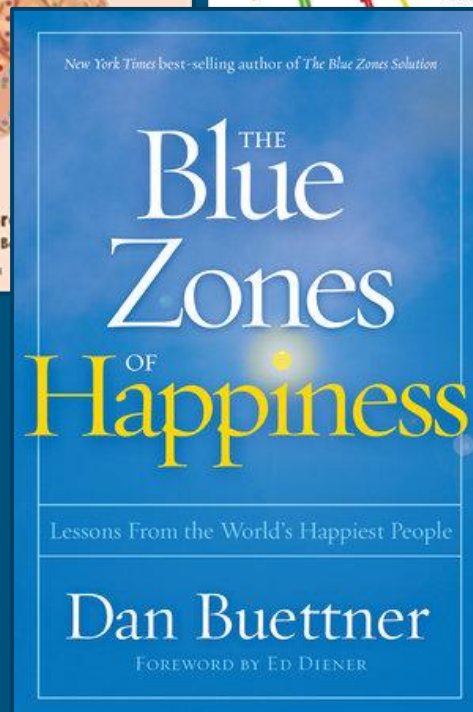
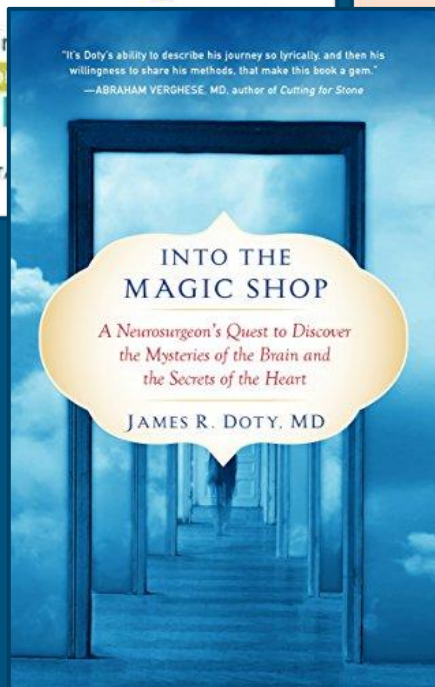
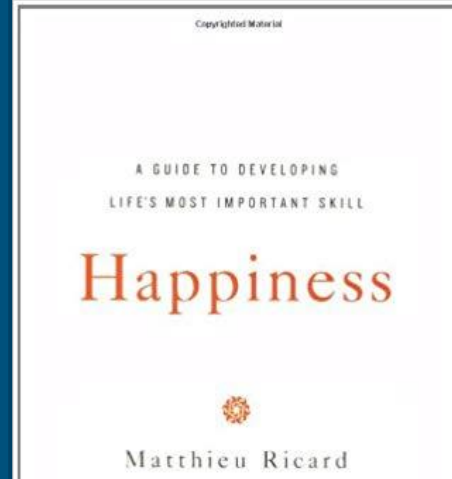
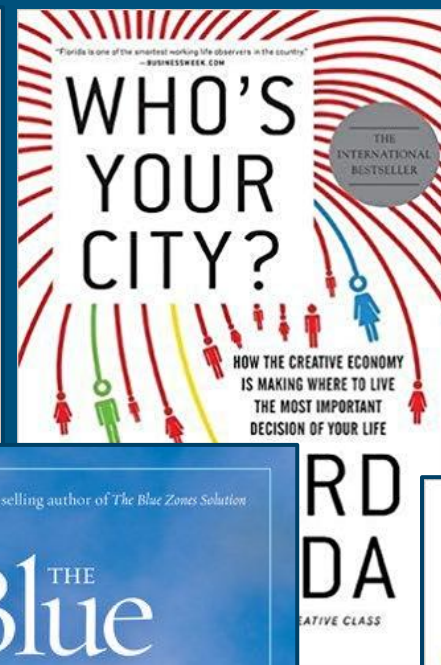
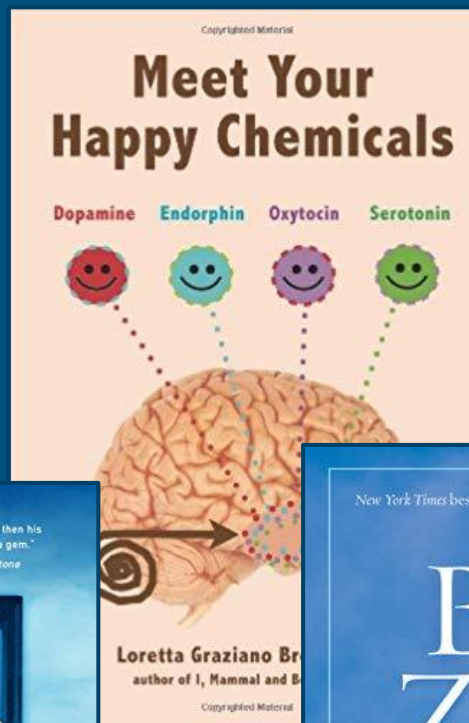
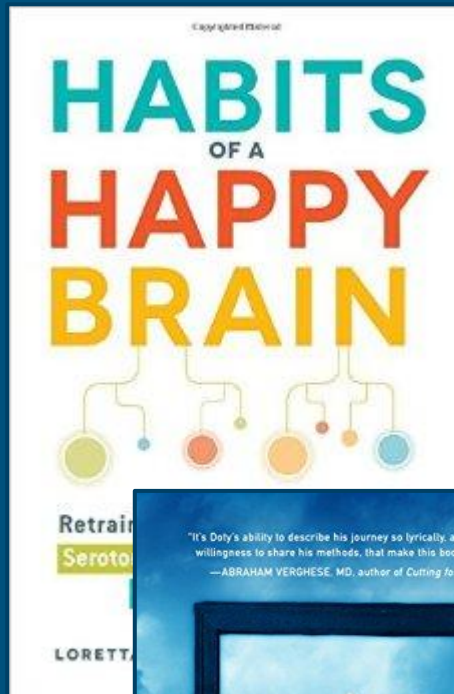
**1 MILLION
LAUGHS**

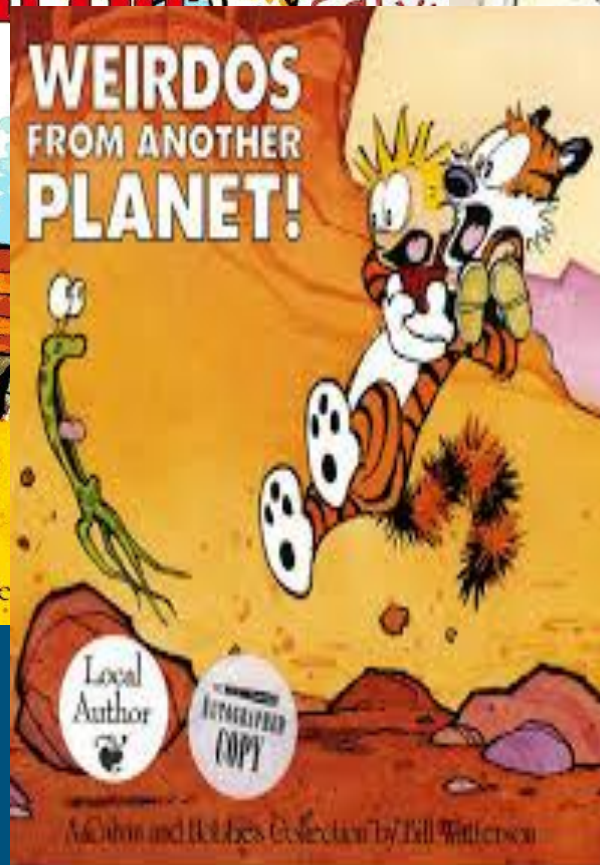
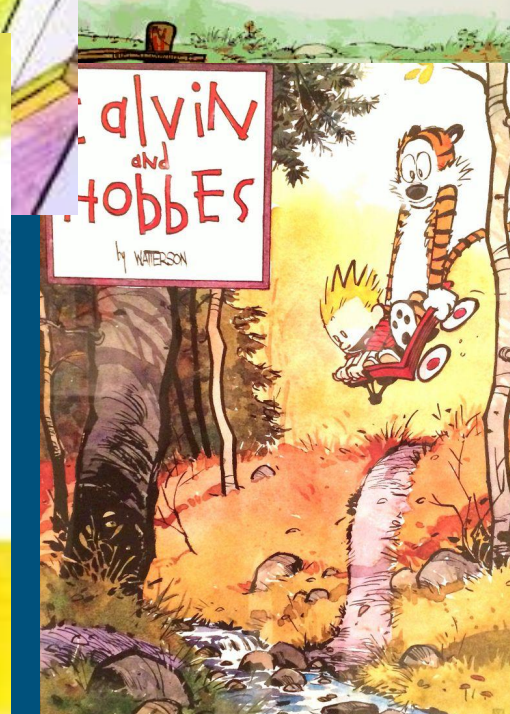
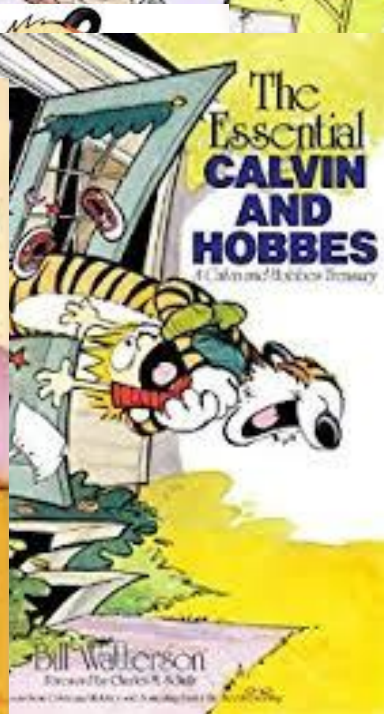
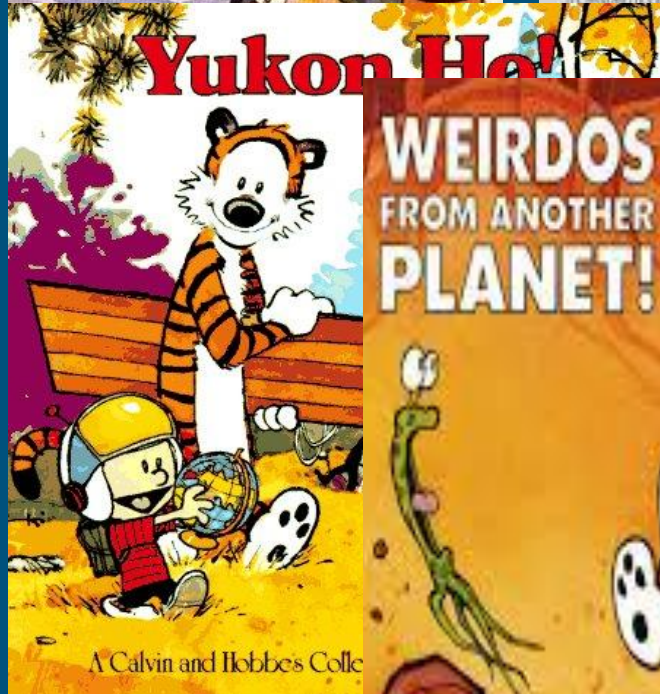
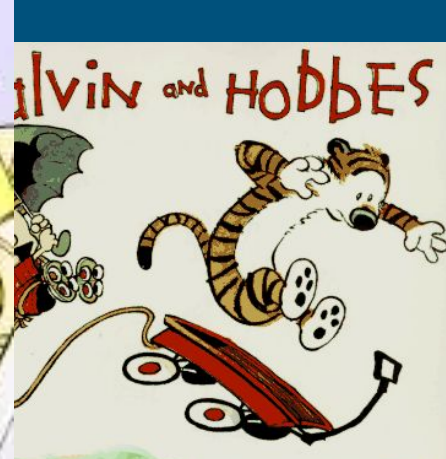
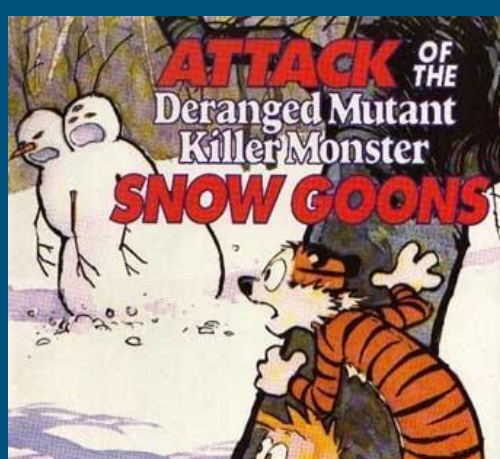
LAUGHTER

Full-Circle Tangents

**LAUGHTER
IS THE
BEST
MEDICINE**







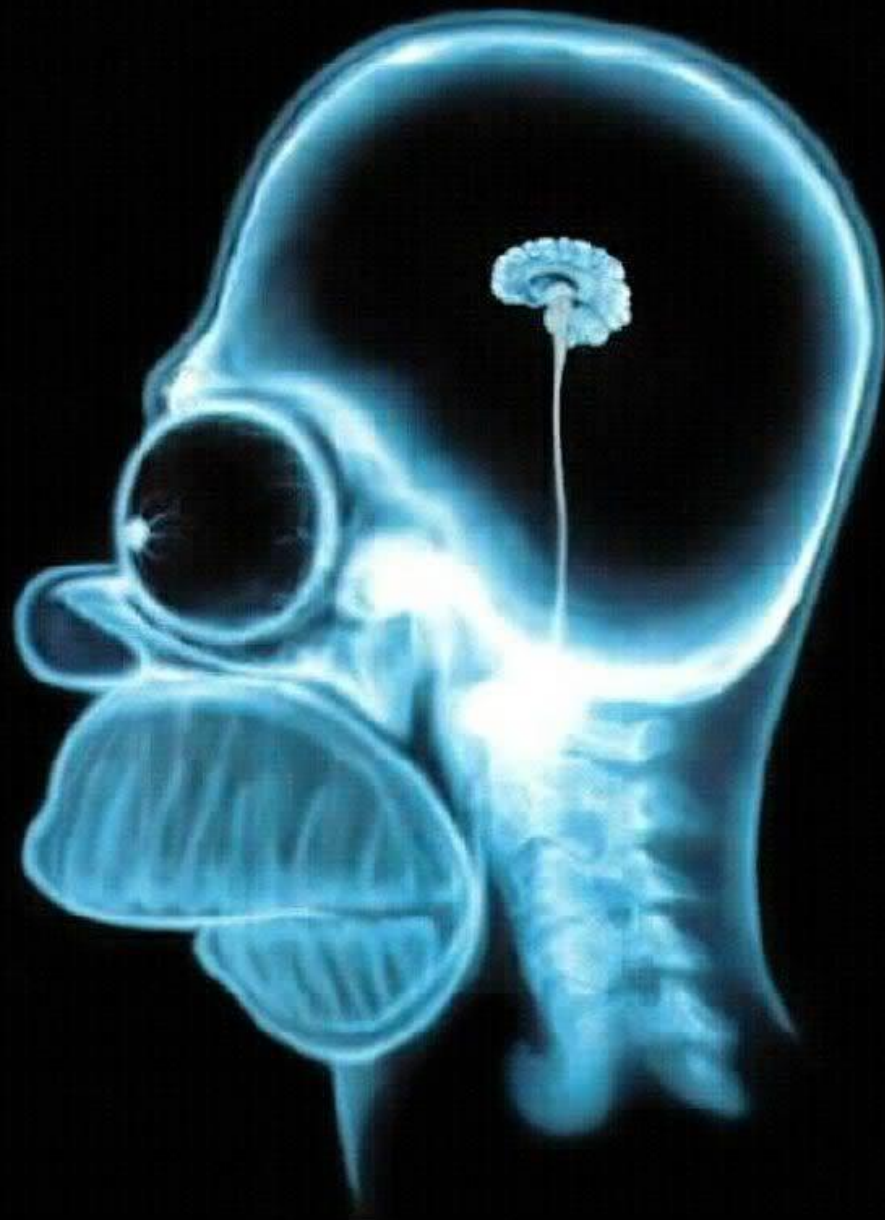


HAPPINESS

HEAD-TO-TOES

HAPPINESS

HEAD



HAPPINESS

HEART

“About 30 percent of the people surveyed in the United States since 1956 say that their life is very happy. And that hasn't changed at all, whereas the personal income has more than doubled, almost tripled, in that period.”

~ Mihalyi Csikszentmihalyi Mihalyi

I'm a
Millionaire

\$\$\$

Money can't buy happiness,
but I'd cheer up much
faster sipping a margarita
on the beach outside of
my oceanfront mansion.



your  cards
someecards.com

HAPPINESS

TOES

PURPOSE

PLACE

PLEASURE

PASSION

COMMUNITY



Move and Sleep



Circle of Confidants



Find a Mate



Work is Community



Create Your Community

TRANSITION

The Who, What, When and How of Effective Conversations

1. COMMUNICATION: MORE THAN JUST WORDS
2. SENSORY ACUITY: READ PEOPLE LIKE A BOOK
3. BUILD RAPPORT: REDUCE RESISTANCE
4. TEAM BUILDING: (OPTIONAL)



ANTHONY

POPONI

THE WHO, WHAT, WHEN AND HOW OF EFFECTIVE CONVERSATIONS: A CHECKLIST

☐ I READ MY CHECKLIST BEFORE THE MEETING ☐ I'M ANCHORED, I'M READY ☐ I GET DOPAMINE FROM CHECKING CHECKBOXES

LISTENING: WHAT I WILL DO? I WILL.....	BEHAVING: WHO I WILL BE? I WILL.....
EXPLORE FIRST: TELL ME ABOUT YOUR: [SELF, IDEA, NEEDS, CONCERNS]	BE AWARE OF STATE CHANGES: EYES, BREATH, POSTURE, SKIN AND CHECK-IN
ESTABLISH RAPPORT: MATCH AND ENERGY, TONE, PHYSIOLOGY, LANGUAGE	BE LIKE THEM AND FIND COMMONALITIES
USE ACTIVE LISTENING: LISTEN TO UNDERSTAND NOT TO RESPOND	BE INTERESTED AND WILL USE CURIOSITY TO EXPLORE OPPORTUNITIES AND OPTIONS
USE ONLY FACTS AND WHEN I'M STATING OPINIONS, I WILL SAY SO	BE FLEXIBLE BY USING MY OUTER BOX OF BEHAVIOR FLEXIBILITY
PAUSE TO CREATE SPACE FOR QUESTIONS AND REFLECTION	BE OPEN TO NEW IDEAS AND CREATING SOMETHING BETTER WITH OTHERS
CHARMING: WHEN I AFFECT CHEMISTRY? I WILL...	SPEAKING: HOW WILL I TALK? I WILL.....
AVOID STIMULATING CORTISOL BY ESTABLISHING RAPPORT FIRST	ENGAGE THEM WHERE THEY ARE. LUMPERS VS. SPLITTERS
ACTIVATE THE TEAM'S SEROTONIN BY RECOGNIZING OTHERS FIRST	BE AGREEABLE. YES AND - "YES" IS AGREEMENT "AND" IS HOW YOU'RE THOUGHTFUL
BE FUNNY TO RELEASE ENDORPHINS TO DISARM AND BUILD BONDS	USE TRUST WORDS: AND, APPRECIATE, AGREE, ACCEPT
RELEASE OXYTOCIN BY ESTABLISHING TRUST, USING TOUCH AND VULNERABILITY	MAKE CLEAR REQUESTS AND CLEAR COMMITMENTS
TREAT EVERYONE WITH DIGNITY RESPECT AND APPRECIATION	ASK 5 QUESTIONS TO EVERY 1 STATEMENT I MAKE

5 WORDS



Pick 5 words that describe communication for you.

REVISED AGENDA

LESS RESISTANCE + MORE FLEXIBILITY +

BETTER COMMUNICATION + WIN MORE

= BE HAPPIER

YOUR JOB TITLE(s)

CHIEF INTER-PERSONAL
COMMUNICATION OFFICER

DIVERSITY

- IT STAFF
- CEOs
- ATTORNEYS
- ACCOUNTANTS
- MARKETING
- INTERNS
- REMOTE WORKER
- ELECTED OFFICIAL

MEANING

GUNGA GALUNGA
GUNGA, GUNGA-LAGUNGA



REVISED AGENDA

LESS RESISTANCE + MORE FLEXIBILITY +
BETTER COMMUNICATION + WIN MORE
= BE HAPPIER



- Money
- Influence
- Access
 - Beer
- Partnership

YOU DOWN WITH OPP?



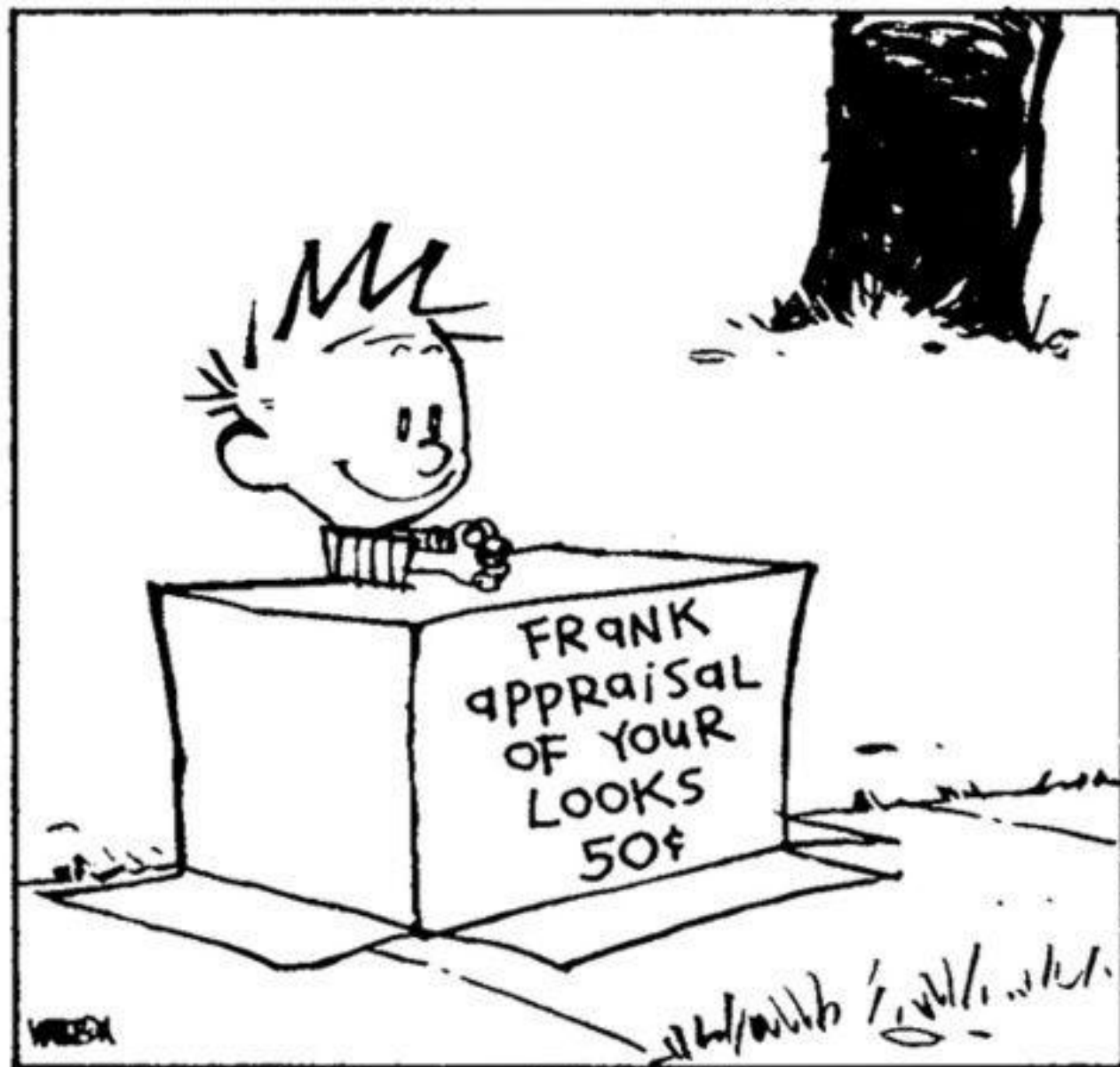
YEAH YOU GNOME

YOU DOWN WIT

OPP

OTHER PEOPLE'S PACIFIERS





CONSCIOUS BUSINESS

HOW TO BUILD VALUE
THROUGH VALUES



FRED KOFMAN

Recipient of the MIT Teacher of the Year Award

*"Conscious Business will transform the way you live and work.
It's a book everyone should read!"*

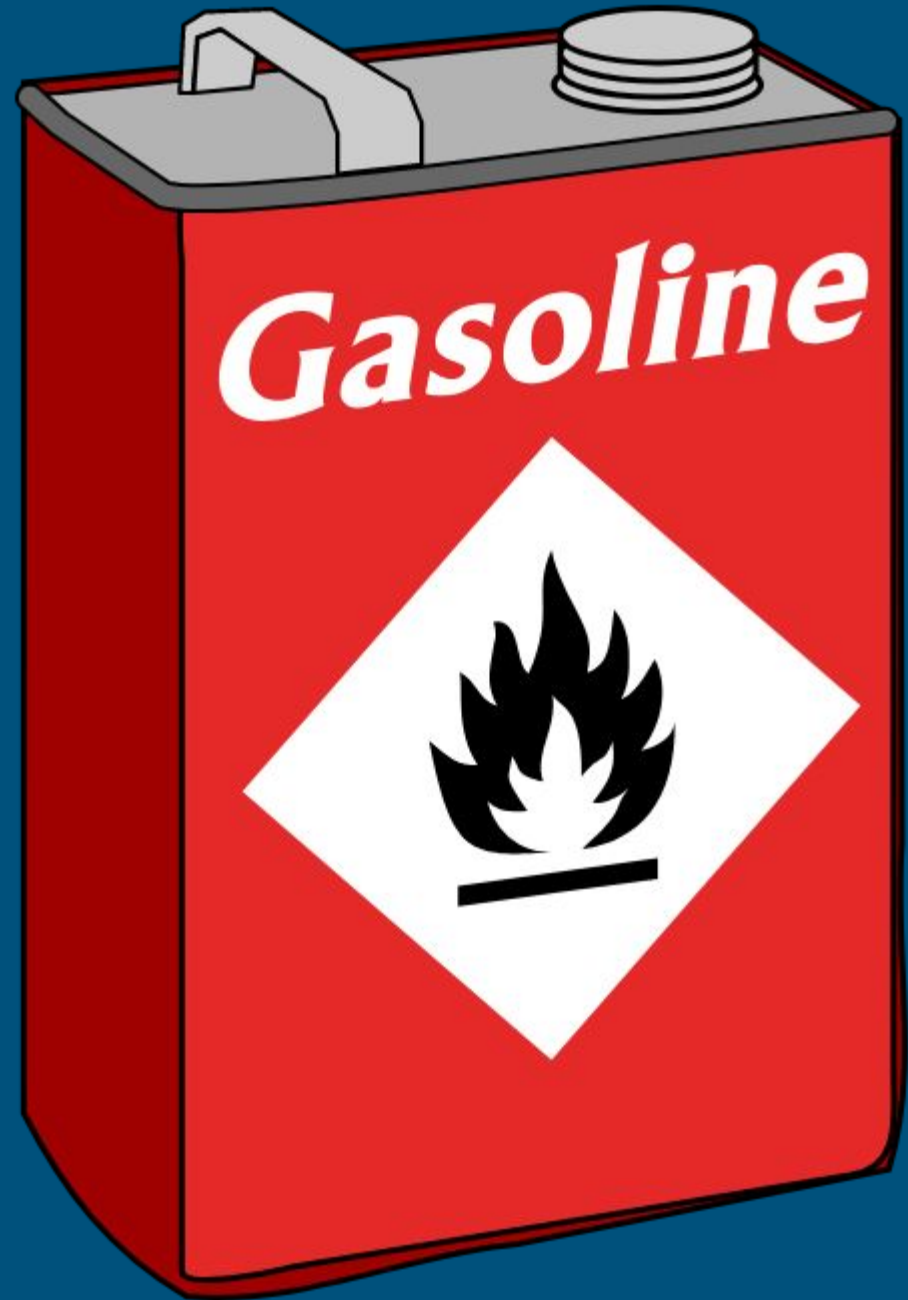
SHERYL SANDBERG

COO of Facebook and bestselling author of *Lean In*





**FIRE
EXTINGUISHER**



**I DEAL WITH THE CUSTOMERS SO
THE ENGINEERS DON'T HAVE TO**



**I'M A PEOPLE PERSON
DAMMIT!**

quickmeme.com

**VIOLATORS
WILL BE TOWED
AND FINE \$50.**



WHAT ISN'T BEING SAID ?

PHYSIOLOGY %



TONALITY %

WORDS %

WORDS

7%

TONALITY

38%

PHYSIOLOGY

55%



93%

NON

VERBAL





EXAMPLES



- Your PowerPoint lacks energy
- You have broccoli in your teeth
- How does soap come out?
- This is a bottle of bubbly water
and I didn't know it until now

Personal Idol He's a Character
Idle Person No Character

SENSORY ACUITY

WATCH

SKIN LIPS BREATHING EYES

Faceblind, Autism, Arrested Development





“It was fine.”

“Tennessee!”





LOVE HATE





PAIR UP

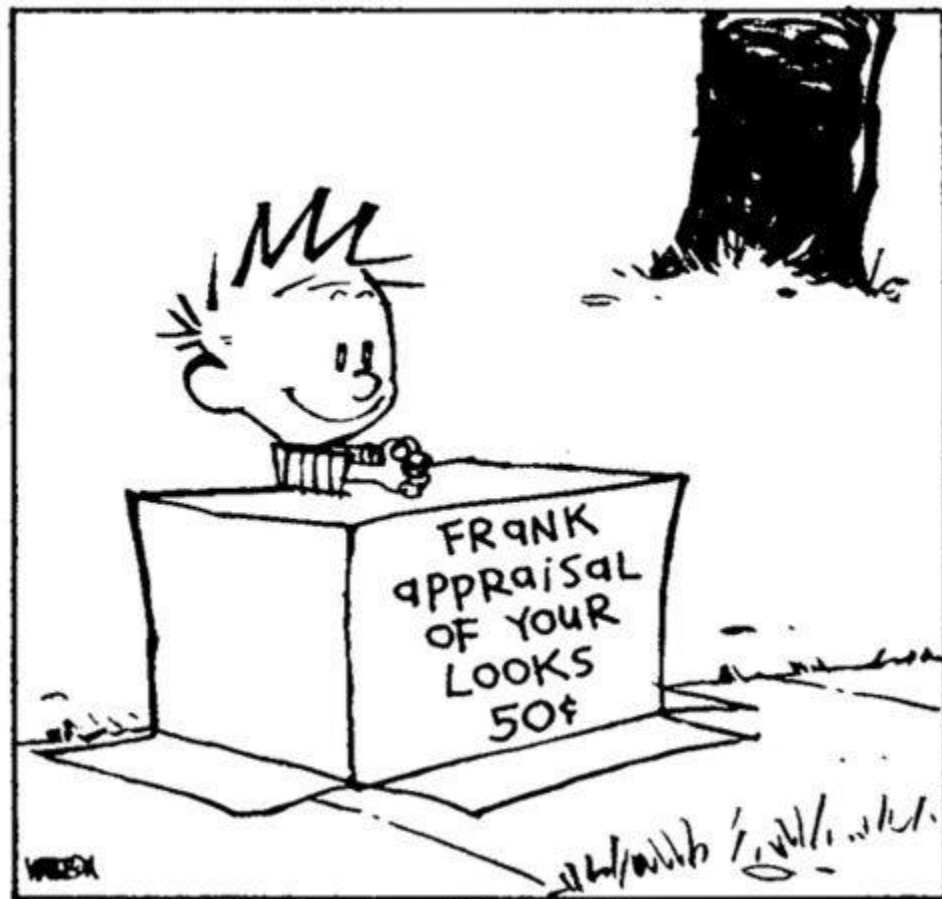


QUESTIONS?



TRUST

- People work with people they trust
- Neurochemistry - “fight or flight” or “bonding”
- Behavior - do they trust you?



TRUST WORKS: KEN BLANCHARD

Able—Being Able is about demonstrating competence.

Believable—A Believable leader acts with integrity.

Connected—Connected leaders show care and concern for people

Dependable—Being Dependable and maintaining reliability



TWO TEAMS



ACTIVITY TIME!

RAPPORT

BEING “LIKE” SOMEONE
REDUCES RESISTANCE

MATCHING LANGUAGE NON-VERBAL ENERGY

COME BACK!

HOW DID HE DO?

LANGUAGE



NON-VERBAL

ENERGY

SO WHY DO IT?

- People do business with people like them.
- People with the most flexibility win.
- Don't get stuck in your default box





SOME “LIKE” FAILURES!

Georgia Charlie

IBar Ranch

Tony “Akoni” Poponi (Culture)

Your
full
behavioral
flexibility...



AUTHENTIC

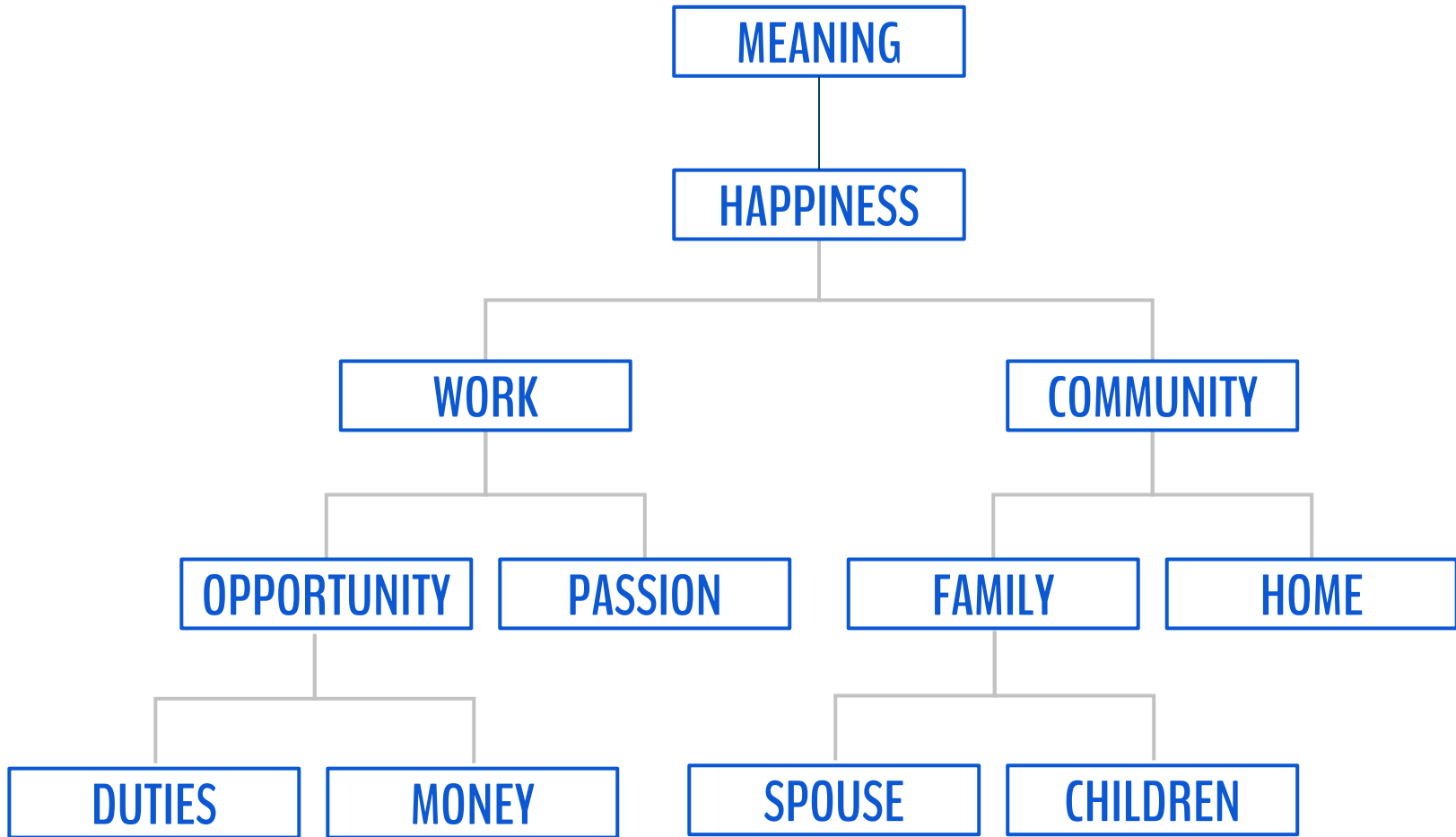
**YOUR
TYPICAL
BEHAVIOR
PATTERNS**

GENUINE

CHUNKING



LUMPERS VS. SPLITTERS



MEANING

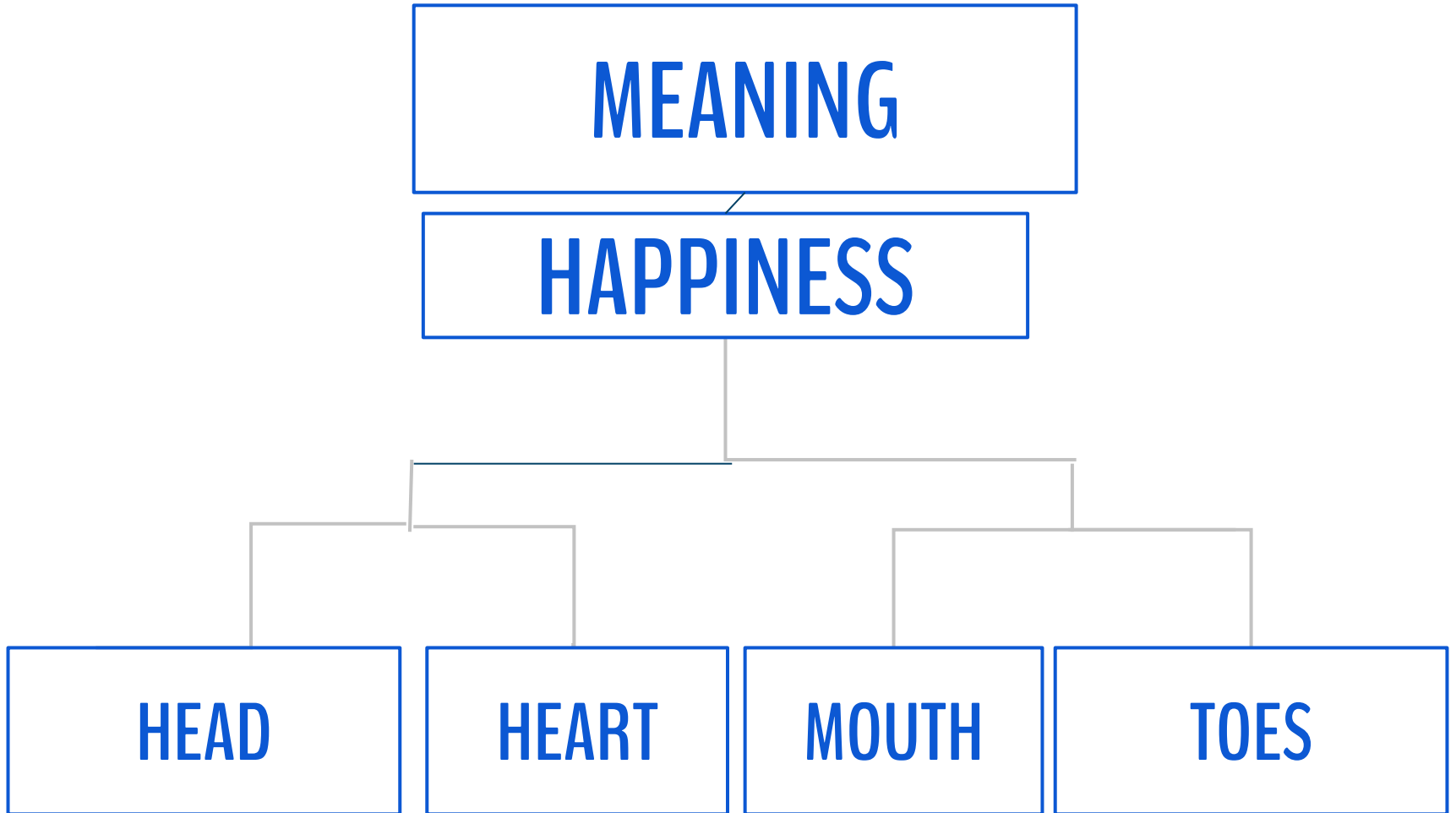
HAPPINESS

HEAD

HEART

MOUTH

TOES



LANGUAGE CUES

VISUAL (SEE)



AUDITORY (HEAR)

KINESTHETIC (FEEL)

DO -n- DON'T

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HUSH

CHILD

LISTEN

BEHAVE

CHARM

TALK



WANT MORE?


www.humore.us/rapport




QUESTIONS?

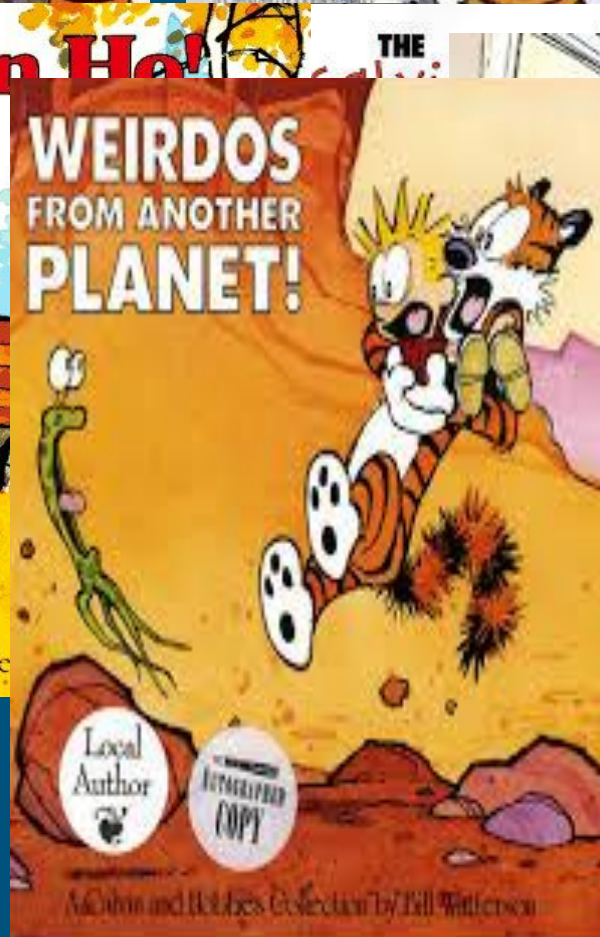
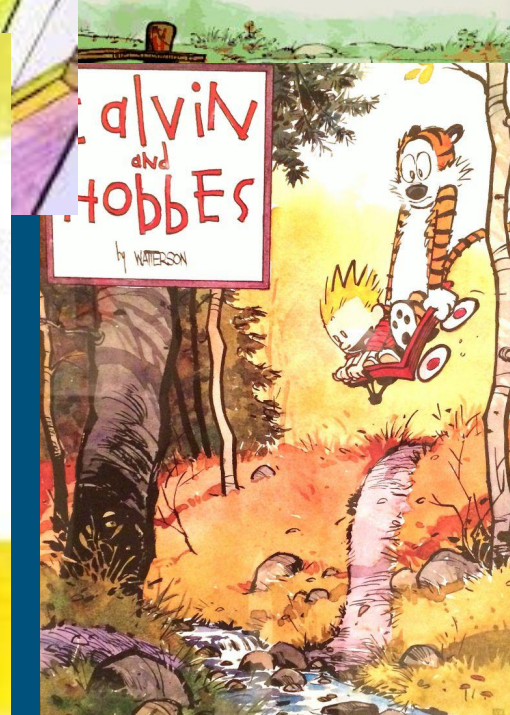
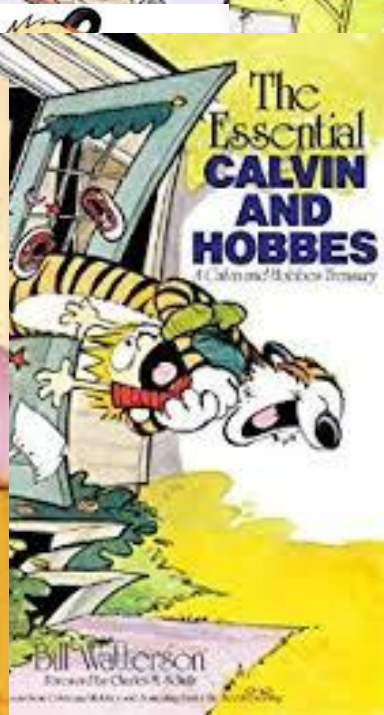
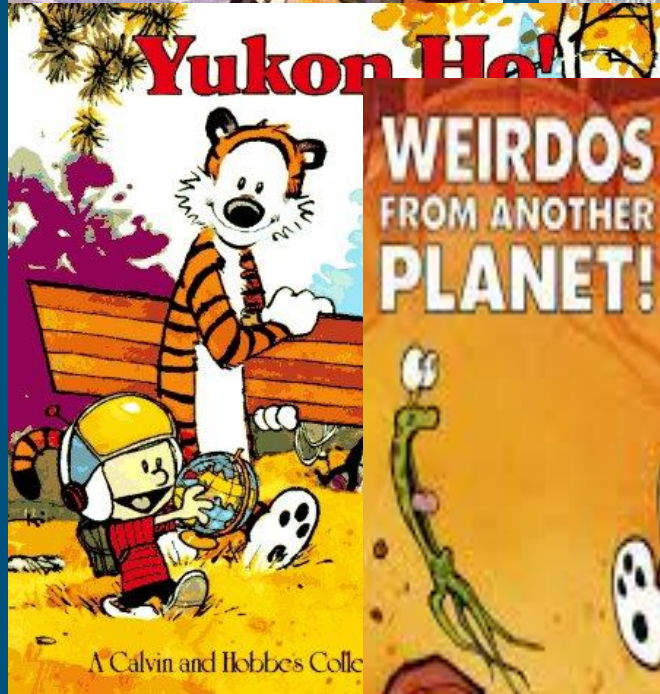
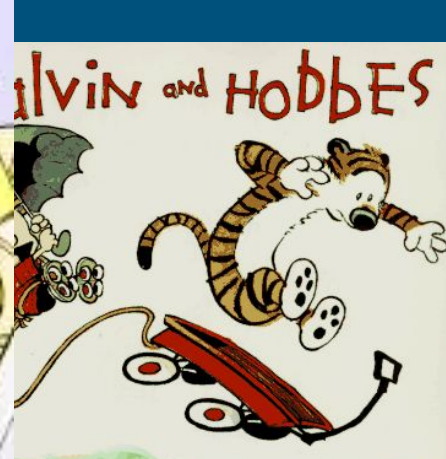
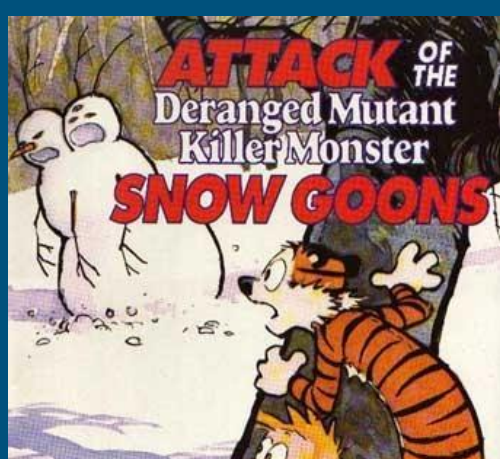
NOTE: ANSWERS MAY BE FABRICATED
WHEN PRESENTERS KNOWLEDGE
LIMIT HAS BEEN REACHED

**1 MILLION
LAUGHS**



BOOK SIGNING AND AUTOGRAPHS





THE A TO Z'S OF HAPPINESS

26 letters and 26 actions for a happier life from experts in science, business and spirituality.

A gift to you from Humore.us!

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CONNECT

"Community connectedness is not just about warm fuzzy tales of civic triumph. In measurable and well-documented ways, social capital makes an enormous difference in our lives."

—ROBERT PUTNAM

ALTRUISM

"...is like rings in the water when you toss a pebble. At first the circles are very small, then they get larger, and finally they embrace the entire surface of the ocean."

—ALEXANDRE JOLLIEN



DO A SMALL OR LARGE ALTRUISTIC ACT FOR SOMEONE WITH NO EXPECTATION OF RECIPROCITY

DOPAMINE

"...working toward a goal with positive expectations stimulates dopamine."

—DR. LORETTA BREUNING



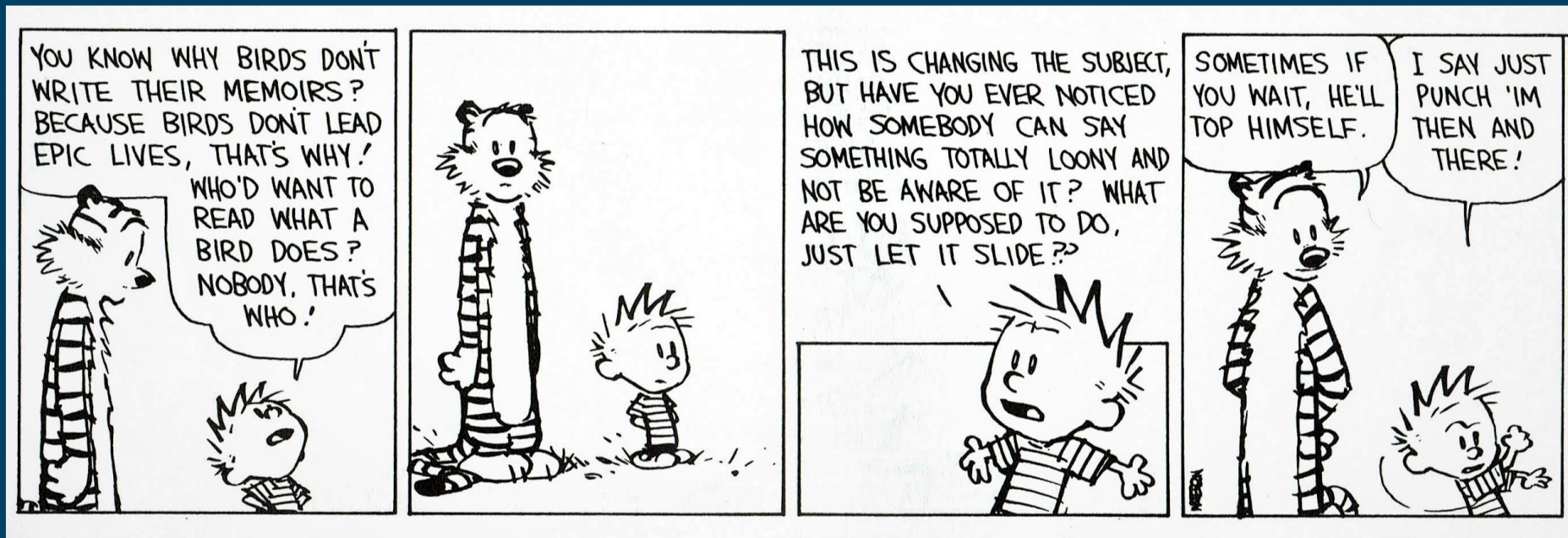
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The Shameless Plug

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