The Who, What, When and How of Effective Conversations

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

The secret to being a good conversationalist?
Curiosity.
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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 Humorful 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
WHATCHA DOIN'?  

I'M KILLING TIME WHILE I WAIT FOR LIFE TO SHOWER ME WITH MEANING AND HAPPINESS.
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.
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

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<tbody>
<tr>
<td>EXPLORE FIRST: TELL ME ABOUT YOUR: (SELF, IDEA, NEEDS, CONCERNS)</td>
<td>BE AWARE OF STATE CHANGES: EYES, BREATH, POSTURE, SKIN AND CHECK-IN</td>
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<tr>
<td>ESTABLISH RAPPORT: MATCH AND ENERGY, TONE, PHYSIOLOGY, LANGUAGE</td>
<td>BE LIKE THEM AND FIND COMMONALITIES</td>
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<tr>
<td>USE ACTIVE LISTENING: LISTEN TO UNDERSTAND NOT TO RESPOND</td>
<td>BE INTERESTED AND WILL USE CURiosITY TO EXPLORE OPPORTUNITIES AND OPTIONS</td>
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<tr>
<td>USE ONLY FACTS AND WHEN I'M STATING OPINIONS, I WILL SAY SO</td>
<td>BE FLEXIBLE BY USING MY OUTER BOX OF BEHAVIOR FLEXIBILITY</td>
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<td>PAUSE TO CREATE SPACE FOR QUESTIONS AND REFLECTION</td>
<td>BE OPEN TO NEW IDEAS AND CREATING SOMETHING BETTER WITH OTHERS</td>
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<tr>
<td>AVOID STIMULATING CORTISOL BY ESTABLISHING RAPPORT FIRST</td>
<td>ENGAGE THEM WHERE THEY ARE. LUMPERS VS. SPLITTERS</td>
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<td>ACTIVATE THE TEAM'S SEROTONIN BY RECOGNIZING OTHERS FIRST</td>
<td>BE AGREEABLE. YES AND - &quot;YES&quot; IS AGREEMENT &quot;AND&quot; IS HOW YOU'RE THOUGHTFUL</td>
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<td>BE FUNNY TO RELEASE ENDOPHINS TO DISARM AND BUILD BONDS</td>
<td>USE TRUST WORDS: AND, APPRECIATE, AGREE, ACCEPT</td>
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<td>RELEASE OXYTOCIN BY ESTABLISHING TRUST, USING TOUCH AND VULNERABILITY</td>
<td>MAKE CLEAR REQUESTS AND CLEAR COMMITMENTS</td>
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<td>TREAT EVERYONE WITH DIGNITY RESPECT AND APPRECIATION</td>
<td>ASK 5 QUESTIONS TO EVERY 1 STATEMENT I MAKE</td>
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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
FRANK APPRAISAL OF YOUR LOOKS 50¢
EVERYBODY
I KNOW NEEDS
WHAT I'M SELLING!

A SWIFT KICK IN THE BUTT
$1.00
I deal with the customers so the engineers don't have to.

I'm a people person dammit!
VIOLATORS WILL BE TOWED AND FIND $50.
LAUNCH?

I SAID LUNCH
WHAT ISN’T BEING SAID?

PHYSIOLOGY %

TONALITY %

WORDS %
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
Idle Person

He’s a Character
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?
FRANK
APPRAISAL
OF YOUR
LOOKS
50¢
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
RAPPORT

BEING “LIKE” SOMEONE REDUCES RESISTANCE
COME BACK!
HOW DID HE DO?

NON-VERBAL LANGUAGE

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
LANGUAGE CUES

VISUAL (SEE)

AUDITORY (HEAR)

KINESTHETIC (FEEL)
DO - n - DON'T

**Listening: What I Will Do? I Will....**

- Explore First: Tell me about your: (Self, idea, needs, concerns)
- Establish Rapport: Match and energy, tone, physiology, language
- Use active listening: Listen to understand, not to respond
- Use only facts and when I'm stating opinions, I will say so
- Pause to create space for questions and reflection

**Behaving: Who I Will Be? I Will....**

- Be aware of state changes: Eyes, breath, posture, skin and check-in
- Be like them and find commonalities
- Be interested and will use curiosity to explore opportunities and options
- Be flexible by using my outer box of behavior flexibility
- Be open to new ideas and creating something better with others

**Charming: When I Affect Chemistry? I Will....**

- Avoid stimulating cortisol by establishing rapport first
- Activate the team's serotonin by recognizing others first
- Be funny to release endorphins to disarm and build bonds
- Release oxytocin by establishing trust, using touch and vulnerability
- Treat everyone with dignity, respect and appreciation

**Speaking: How Will I Talk? I Will....**

- Engage them where they are, lumpers vs. splitters
- Be agreeable, yes and - "yes" is agreement, "and" is how you're thoughtful
- Use trust words: and, appreciate, agree, accept
- Make clear requests and clear commitments
- Ask 5 questions to every 1 statement I make
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.

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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

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

DOPAMINE

“...working toward a goal with positive expectations stimulates dopamine.”
—DR. LORETTA BREUNING

—are you stuck on a big project? take a
The
Shameless Plug
1 MILLION LAUGHS
YOU KNOW WHY BIRDS DON'T WRITE THEIR MEMOIRS? BECAUSE BIRDS DON'T LEAD EPIC LIVES, THAT'S WHY. WHO'D WANT TO READ WHAT A BIRD DOES? NOBODY, THAT'S WHO.

THIS IS CHANGING THE SUBJECT, BUT HAVE YOU EVER NOTICED HOW SOMEBODY CAN SAY SOMETHING TOTALLY LOONY AND NOT BE AWARE OF IT? WHAT ARE YOU SUPPOSED TO DO, JUST LET IT SLIDE?

SOMETIMES IF YOU WAIT, HE'LL TOP HIMSELF.

I SAY JUST PUNCH 'IM THEN AND THERE!

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