



# The Who, What, When and How of Effective Conversations

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# COMMUNICATION - MORE THAN JUST WORDS

## 5 WORDS

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

PHYSIOLOGY	TONALITY	WORDS
<ul style="list-style-type: none"><li>● Posture</li><li>● Gesture</li><li>● Facial Expressions</li><li>● Blinking</li><li>● Breathing</li><li>● Proximity</li></ul>	<ul style="list-style-type: none"><li>● Pitch</li><li>● Speed</li><li>● Quality</li><li>● Volume</li></ul>	<ul style="list-style-type: none"><li>● Word selection</li><li>● Key Words</li><li>● Common Experiences</li><li>● Big Picture/Details</li></ul>

**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.....**

**ACTUAL.....**

Words: \_\_\_\_\_%

Words: \_\_\_\_\_%

Tonality: \_\_\_\_\_%

Tonality: \_\_\_\_\_%

Physiology: \_\_\_\_\_%

Physiology: \_\_\_\_\_%

**TONALITY AND PHYSIOLOGY COMBINED \_\_\_\_\_%**

# SENSORY ACUITY - READ SOMEONE LIKE A BOOK

WATCH: EYES SKIN LIPS BREATHING

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## 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

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