

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

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**NOBODY CARES HOW MUCH YOU
KNOW UNTIL THEY KNOW HOW
MUCH YOU CARE.
-THEODORE ROOSEVELT**

**RESPECT IS LIKE AIR. IF YOU
TAKE IT AWAY, IT'S ALL ANYONE
CAN THINK ABOUT.
-KERRY PATTERSON**

**RAPPORT IS THE ABILITY TO
ENTER SOMEONE ELSE'S WORLD,
TO MAKE HIM OR HER FEEL THAT
YOU UNDERSTAND HIM, THAT YOU
HAVE A STRONG COMMON BOND.
-TONY ROBBINS**

**TO EARN TRUST, ONE MUST BE
VULNERABLE. IT IS THE ONLY PATH TO
REAL INTIMACY.
-ELLEN MILEY PERRY**