Rapport

Desired Outcome:

To be able to establish rapport with any person, at any moment in time.

Theory:

A. Communication is:
7% WORDS
38% TONALITY
55% PHYSIOLOGY

B. When people are like each other, they like each other. Rapport is a process of responsiveness, not necessarily "liking".

Process:

A. Rapport is established by matching & mirroring

B. The major elements of rapport: (Key elements marked with "●")

Mirroring
Matching

PHYSIOLOGY (55%)
- Posture ●
- Gesture
- Facial expression & blinking ●
- Breathing

TONALITY (38%)
- Voice
  - Tone (pitch)
  - Tempo (speed)
  - Timbre (quality)
  - Volume (loudness)

WORDS (7%)
- Predicates
- Key words
- Common experiences & associations
- Content chunks

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