

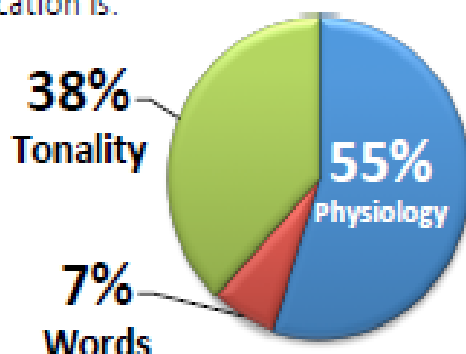
Rapport

DESIRED OUTCOME

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

THEORY (FROM PROFESSOR ALBERT MEHRABIAN - 1964)

- Communication is:



- Rapport is a process of responsiveness.

PROCESS

1. Rapport is established by matching & mirroring
2. The major elements of rapport:

PHYSIOLOGY (55%)

Posture | Gesture | Facial expression/blinking | Breathing

TONALITY (38%)

Tone (*pitch*) | Tempo (*speed*) | Timbre (*quality*) | Volume (*loudness*)

WORDS (7%)

Predicates | Content chunks | Key words | Common experiences

**When People are
Like Each Other,
They Like Each Other!**