

Rapport

7% = Words (Conscious)
38% = Tone of Voice (Unconscious)
55% = Physiology (Unconscious)

Building Rapport

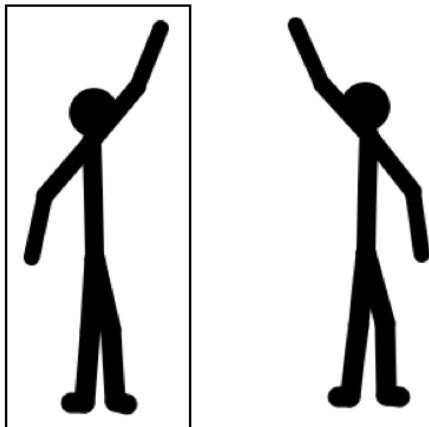
Body	Voice	Language
<ul style="list-style-type: none">• Gestures• Posture• Facial expression• Small movements• Breathing rate• Hand movements• Body shifts• Spine angle• Head tilt• Energy levels	<ul style="list-style-type: none">• Speed of speech• Tone of voice• Volume• Cadence• Pitch	<ul style="list-style-type: none">• Common expressions• Key words or phrases• Sensory words• Preferences• Metaphors• Repetitive phrasing• Exact words

Matching and Mirroring

We can create rapport by **matching or mirroring** another person's body language and voice tonality, by joining their dance. This creates a bridge between our world and theirs. This builds trust and is the basis of effective communication.

Rapport

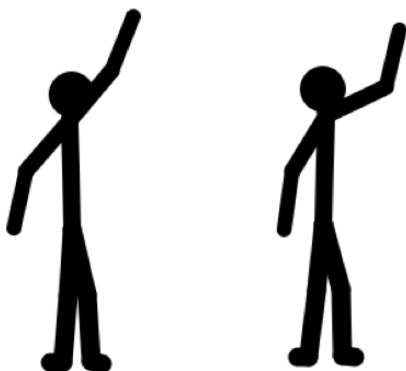
Mirroring



Mirroring is physically 'copying' the behaviours of another in a subtle manner. Try mirroring just one aspect of another person's behaviour while talking to them...perhaps their posture. When this is easy, gently include another piece, like their hand gestures. Gradually add another and another until you are mirroring without thinking about it.

Rapport

Matching



One basic difference between mirroring and **matching** is timing. This is sometimes called **pacing**. While mirroring is simultaneous with the other person's movements, matching can sometimes have a 'time delay' factor to it. For example, if someone is gesturing while talking and making a point, you can be still and attending. When it is your turn to speak, you can make your comments and your point using the same, or similar gestures.