

BUILDING RAPPORT...

Pacing, Mirroring, Matching...

PACING:

Is essential in establishing and maintaining rapport. You simply utilise the other person's own behaviours to gain rapport.

Since people are always communicating, and do so in a systematic way, you can easily identify behaviours to match. Anything you can identify, you can pace. Simply adjust your own verbal and non-verbal behaviours to reflect theirs.

It is very important to have grace and respect in your pacing so that what you are doing is not consciously recognised by the other person. Be subtle, reflect their behaviours as YOU communicate BACK TO THEM. If the other person changes body posture, wait a few seconds before changing your own to match. Otherwise, it may seem unnatural and calculated to the other person.

WHOLE BODY MATCHING:

Adjust your entire body posture to reflect that of the other person.

HALF BODY MATCHING:

Matching only the lower or the upper body posture/position.

PART BODY MATCHING:

Pacing any specific body part(s).

HEAD/SHOULDERS ANGLE:

Matching any characteristic poses or movements made with their heads and/or shoulders.



GESTURES:

Matching specific gestures or other expressions made by the hands, arms, face or other parts of the body. Be sure to use these NATURALLY in the course of your own communications back to the other person.

VOCAL QUALITIES:

Matching tonality, tempo, volume, speed, rhythm, pauses, intonations, intensity, emotional content, pitch, etc.,

REPETITIVE PHRASING/WORDS:

Notice and match, in your own language, the repeated phrases and/or words of the other person. This is especially impactful if the word/phrases are repeated with the same intonation as used by the other person.

REPRESENTATIONAL SYSTEMS:

This is a powerful and effective way of developing and maintaining rapport. By pacing breathing you can be in sync with the other person's INTERNAL STATE. Adjust your own breathing to be in rhythm with the other person's breathing. Look for RATE, LOCATION, PAUSES (TIMING). It is easiest to choose one place to look at when detecting and pacing breathing.

CROSSOVER MIRRORING:

Using one of your own behaviours to match a different behaviour of the other person. ie. tapping your finger to the heartbeat. Pacing voice rhythm with head nods. All your pacing must be at least within peripheral vision of the person, so at least their unconscious mind will detect the pattern. Can be done with any rhythmic behavioural pattern you can calibrate.



VISUAL PREDICATES

aim	foresight	peer
apparition	frame	perspective
appear	glaze	peruse
blank	glance	photograph
blind	glare	picture
blue	glow	portray
blur	hazy	pretty
bright	hindsight	radiate
brilliant	horizon	reflect
clear	hues	reveal
cloudy	illuminate	round
colour	illusion	see
colourful	illustrate	shine
crystal clear	image	show
dark	imagine	sight
darken	insight	sketch
dawn	light	sparkling
diagram	look	spotless
dim	luminous	stare
disillusion	mirror	square
draw	neat	stain
dull	oblong	survey
eclipse	obscure	ugly
elucidate	observe	vague
envision	outlook	veil
enlighten	overshadow	vision
espy	oversight	visible
flash	overview	visualise
focus	paint	vivid
foggy	pattern	watch



Key Training

A division of Sandar Management Consulting

AUDITORY PREDICATES

acclaim	gossip	rhyme
aloud	groan	rhythm
amplify	groom	ring
announce	growl	roar
argue	grumble	rumour
articulate	harmony	say
attune	hear	scream
audible	hiss	shout
babble	hush	streak
beat	hum	shrill
be heard	invoke	silent
blank out	lie	silence
boisterous	listen	snap
boom	loud	snore
buzzy	melody	sound
cacophony	mellifluous	speak
cackle	mention	speechless
call	moan	spell
chant	music	squawk
chime	mute	squeal
clang	noise	state
click	overtone	swear
contact	oral	symphony
computer	pitch	talk
criticism	phrase	taciturn
cry	proclaim	tell
debate	pronounce	tone
deaf	propose	tune
decry	purling	utter
describe	prove	unhearing
dialogue	question	verbal
dim	quiet	verbalize
discordant	raspy	voice
discuss	raucous	volume
dissonance	rebuff	whine
echo	resonate	whisper
exclaim	resounding	whistle
frequency	retort	yell



KINAESTHETIC PREDICATES

activate	emotional	link	shook
active	embarrassed	loaded	shuffle
affection	equilibrium	lonely	smooth
agitate	ecstatic	loose	soft
annoy	exasperated	love	solid
anxious	excited	kick	stable
arouse	extend	mad	steady
attach	exuberant	manipulate	sticky
attack	fall	mash	stiff
backbone	fasten	massage	sting
backing	fed up	merge	stir
balance	feel	mix	stress
blend	feverish	mould	stuck
blistering	firm	morose	stumble
bliss	flat	move	sturdy
block	flowing	nagged	suffer
bore	frustrated	numb	support
bond	fumble	pack	swallow
bounce	get hold of	panic	sway
break	glad	passive	sweat
calm	glum	peaceful	tackle
cast	gnash	penetrate	take
catch	grasp	penitent	tender
cemented	grind	point	tension
chew	grobe	pressured	terror
compress	handle	probe	tight
connect	hang	pull	tired
cold	happy	push	throb
complacent	hike	reach	torch
cool	hit	resist	tough
cram	hold	rigid	tripped
crush	hollow	roll	tranquil
cut	horrified	rough	trudge
delightful	hot	rugged	turn
depressed	hungry	sad	emote
disenchanted	hurt	scrap	warm
drive	jarring	seize	lift
unbalanced	electric	joy	
shape	unfeeling	energetic	
joyful	sharp	united	



OLFACTORY AND GUSTATORY PREDICATES

acid
acid
aroma
flowery
fragrant
fresh
musty
odour
oily
perfumed
puff
pungent
putrid
rancid
rotten
scent
smell
smoky
sniff
snort
stink

bite
bitter
bland
chomp
crumbly
devour
digest
drink in
eat it up
fishy
flavourful
fruitful
half baked
insipid
lean
lick
meaty
mouth watering
munch
nibble
palatable

peppery
requirgitate
sultry
sate
savour
snacks of
sour
spicy
swallow
sweat
tasteful
tasteless



UNSPECIFIED PREDICATES

act	generate
ambiguous	guess
appreciate	insensitive
associate	integrate
attend	interrupt
aware	intent
be conscious	know
believe	learn
blend	memorise
calibrate	motivate
cancel	pay attention
celebrate	perceive
challenge	ponder
change	pretend
choice	precede
comprehend	process
compute	read
conceive	realise
connect	recall
consider	recognise
create	relate
deceive	remember
decide	sensation
deliberate	sense
demonstrate	support
different	suppose
discern	think
distinct	thoughtful
disrupt	true
elect	understand
emphasise	vague
experience	wonder

