

The One Command® Executive Success Coaching Certification

*There is a power within you
so great . . .*

Week 4

Based on the teachings of The One Command®

by Asara Lovejoy

Creating Rapport with your Client

"The Process of Establishing and Maintaining a Relationship of Trust and Respect" Genie Laborde: Influencing with Integrity

There is no substitute for rapport and attention to the other person's reality. Rapport normally occurs spontaneously and unconsciously. When rapport is not present, it becomes the top priority in any communication to establish.

Stay focused on what is happening externally. When a communication is started it is important that the Practitioner does not go inside and begin to internalize words or feelings to make sense out of the communication.

Discover the difference between internal and external processes.

Exercise: Do this exercise with yourself and also practice with others to gain greater clarity and understanding of the difference between processing internally and externally. When working with others, notice their physical reactions and ask for feedback on what they noticed for themselves. This helps to build proficiency in creating greater rapport with your clients.

Auditory Channel

Go inside and listen to an argument that you have had with a co-worker or a mate. Intensify your internal dialogue so that your attention is directed solely on the internal auditory component. Following this, notice what happened to the external noises in the room as you were concentrating on your internal voice or audio loops.

Visual Channel

Replay a very positive internal visual scene. Intensify the scene paying attention to the submodalities, color, closeness, etc. Notice what happened to your external visual input during this activity.

Kinesthetic Channel

Think about either an itch or a full bladder and intensify this experience. Notice what happened your external auditory and visual channels.

Olfactory Channel

Go back to the last time you smelled either chocolate chip cookies being baked in an oven or grass being cut. Notice what happens to your nostrils. Did they flare? What happened to the auditory, visual and kinesthetic channels?

Gustatory Channel

See a fresh cut lemon and watch that lemon coming toward your mouth, bite down on the lemon and experience the taste. What happened to the auditory, visual, kinesthetic and olfactory channels?

How People Process Information

A person's language will indicate how they are processing information at any one time.

Through matching their preferred style or pattern, you can increase the level of rapport and therefore your level of personal influence.

The Representational Systems are the ways in which we receive, process, store and retrieve information and experience.

Each of us has a unique way of representing the world, and one way that this will manifest itself is through the specific language we use.

If you are able to identify the pattern being used by your communication partner you can increase the development of rapport through matching their system in the language that you use.

In addition, when talking to people where you do not yet know their preferred patterns, you will find a major gain in rapport through using language in all systems.

Example of three representational system: Read through these three scenarios and notice which one you seem to like the best. Can you pick the representational system for each one?

Which Car Would You Buy?

Car 'A'

Picture yourself at the wheel of this eye-catching model. From any angle, its clean distinguished lines project something about you. Behind the wheel, notice the bright clear cockpit display against the rich wood-veneer dashboard - all the signs of quality for the discerning motorist, coupled with sparkling performance. *A Vision in Design.*

Car 'B'

A resounding YES for this car's quiet style' says *Why Buy?* Magazine. 'The car that tells you you've arrived.' From the soft seductive purr of the engine to the bright clear tones of the 6-speaker CD system - this car says everything about you. Advanced aerodynamic styling reduced cabin noise to a whisper. *You and your car in perfect harmony.*

Car 'C'

Slide into the cockpit and feel the contoured support of the driver's seat, and settle in to the most comfortable, relaxing drive of your life. Feel the excitement that this car generates - crisp gearbox, light responsive steering, touch-sensitive controls, firm suspension plus air-conditioned comfort - just sink into the experience. *'Poetry in Motion'* as they say.

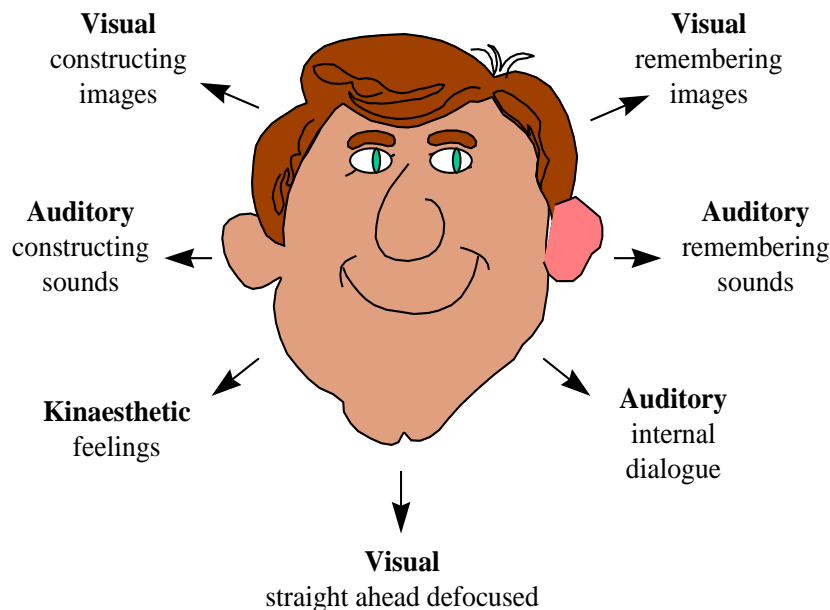
The Representational Systems

Human beings experience themselves and the world they live in through the primary modalities of the five senses seeing, hearing, feeling, smelling and tasting. The sensory modalities by which people encode, organize, store and attach meaning to, perceptual input are referred to as representational systems.

As sensory input is internally processed (represented), it is translated into corresponding sensory representations (or maps) that constitute alikeness or synthesis of the original perceptual input. In other words, we see pictures, hear sound and have feelings on the inside. It may seem obvious, but 'reality' and our perceptions of 'reality' are not the same.

The map is not the territory.

Eye Movements are an indicator of the Representational Systems



Eye Accessing Cues

When we process information internally we can do it visually, auditorially, kinesthetically, olfactorily, or gustatorily. It is possible to access the meaning of a word in any one or any combination of the five sense channels.



Visual Construct



Visual Remembered



Auditory Construct



Auditory Remembered



Feelings



Self Talk

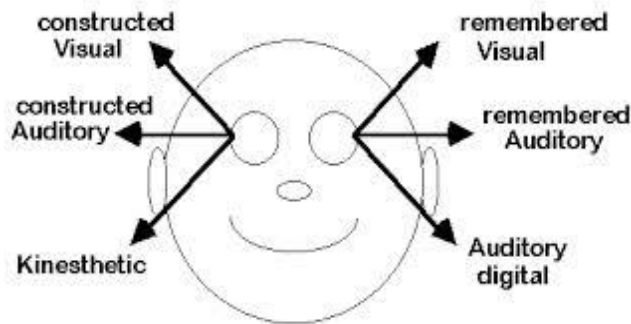
Eye Accessing Cues

Vr - Visual remembered

Seeing images of things seen before, in the way they were seen before.
Sample questions that usually elicit this kind of processing:

"What color are your mother's eyes?"

"What does your coat look like?"

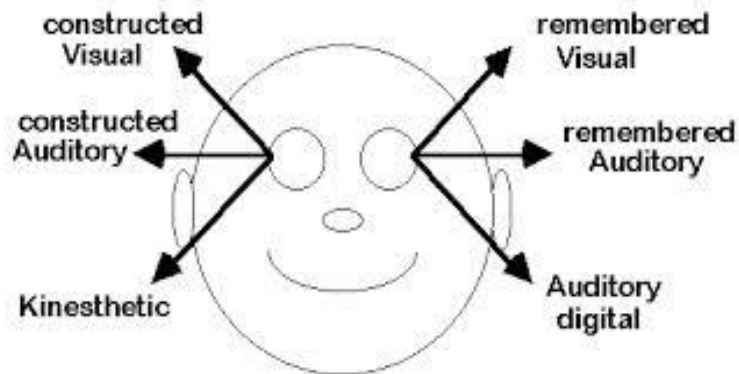


Vc - Visual constructed

Seeing images of things never seen before, or seeing things differently than they were seen before. Questions that usually elicit this kind of processing:

"What would an orange hippopotamus with purple spots look like?"

"What would you look like from the other side of the room?"

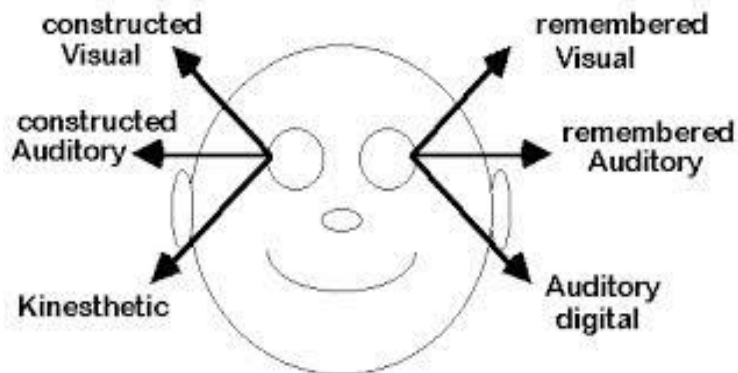


Ar - Auditory remembered

Remembering sounds heard before. Questions that usually elicit this kind of processing include:

"What's the last thing I said?"

"What does your alarm clock sound like?"

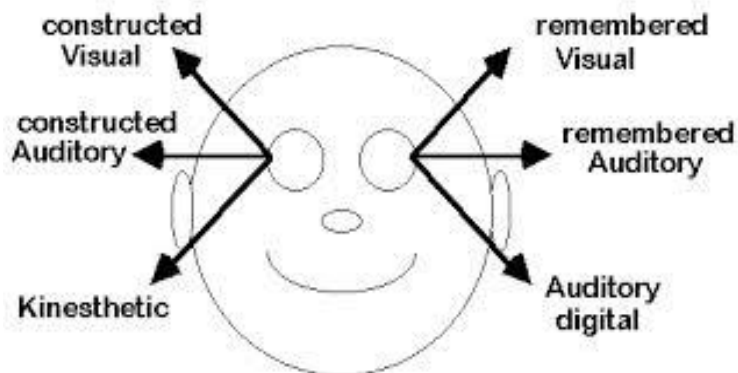


Ac - Auditory constructed: hearing sounds not heard before.

Questions that tend to elicit this kind of processing include:

"What would the sound of clapping turning into the sound of birds singing sound like?"

"What would your name sound like backwards?"

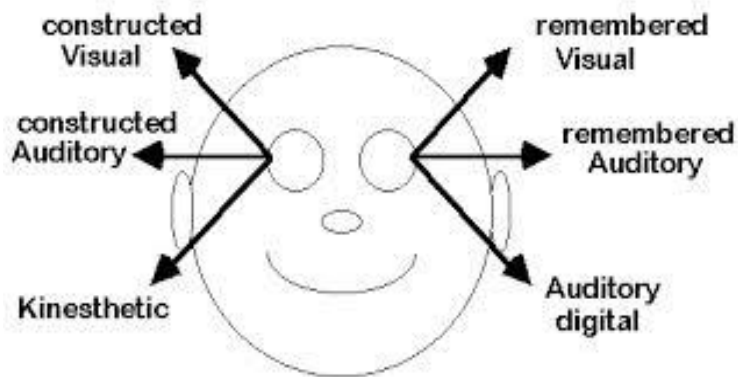


Ad - Auditory digital

Talking to one self and listing items, numbers, or remembering whole memorized sequences. Statements that tend to elicit this kind of processing include:

"Say something to yourself that you often say to yourself."

"Recite your favorite poem or song"



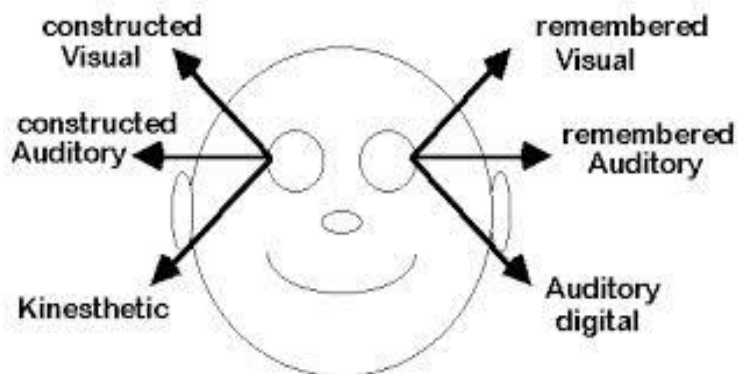
K - Kinesthetic

Feeling emotions, tactile sensations (sense of touch), or proprioceptive feelings (feelings of muscle movement). Questions that elicit this kind of processing include:

"What does it feel like to be happy?"

"What is the feeling of touching a pine cone?"

"What does it feel like to run?"



What is Your System?

Which senses are most predominant for you?

Visual - do you picture things in your mind? Do you remember your childhood or your dreams through pictures? Can you close your eyes and visualize a picture or scene? Are you attracted by visual stimuli?

Auditory - Are sounds the way you remember things, such as music, words, laughter or crying? Are you easily distracted by sounds? Are you attracted by sounds?

Kinesthetic - Do you experience your life through feelings? Do you sense things? Are you more intuitive?

Olfactory - Are smells important to you? Do you associate certain memories or people with fragrances? Do you get tuned on or off by certain smells?

Gustatory - Are tastes important to you? Do you associate memories by the food that you ate or by other tastes?

Combination - List them here:

How People Process Words

<u>Visual</u>	<u>Auditory</u>	<u>Kinesthetic</u>
appear	audible	bounce
clear	babble	caress
color	boisterous	catch
conspicuous	buzz	clutch
disappear	discord	cold
enlighten	dissonant	feel
farsighted	droning	firm
focus	earshot	grasp
hindsight	hear	hard
illustrate	listen	impressed
image	loud	kiss
look	murmuring	poke
observe	noisy	press

More Predicates by Groups

VISUAL (see)

ANALYZE	CLARITY	ILLUSION	LOOK
NOTICE	OBSERVE	OBVIOUS	OUTLOOK
PERCEPTION	VIEW	VISION	WATCH

AUDITORY (hear)

ARTICULATE	COMMUNICATE	HEAR	LISTEN
NOISE	ORAL	REMARK	REPORT
PROCLAIM	RING	ROAR	RUMOR

KINESTHETIC (feel)

ACTIVE	AFFECTED	LUKEWARM	PRESSURE
RUSH	SENSITIVE	MOTION	SHALLOW
SHIFT	SUPPORT	TENSION	TIED

Predicate Phrases

The objective in 'matching predicates' is to 'match' the language in which your listener speaks, thus creating an atmosphere of rapport and understanding.

Visual

blind to

green with envy

in the dark

point out

seeing red

the big picture

a new perspective

unsightly

I see

that's not clear

that's confusing

Auditory

clear as a bell

double talk

hem and haw

in tune with

keep your ears open

rings a bell

sound off

unheard of

I hear you

too much static

music to my ears

Kinesthetic

get in touch

stumble through

rack your brains

dig it

hit like a ton of

back off

rubs the wrong way

have a feeling for

I get the point

I can't get hold of it

I like it

Reflective Listening

The new skills of Reflective Listening are heightened by keen observation of how people are speaking and what they are thinking by observing their eye movements along with their word-predicates.