

How to develop a silver tongue, a golden touch and an instant unconscious meeting of the minds.

Advanced communicators understand that the meaning of all communication is the response you get, and if you are not getting the response you want, change what you are doing.

In the twenty first century, we need to be able to communicate effectively and efficiently in order to achieve our desired outcomes. Whether it's competition for job positions or promotions, generating more sales, or making a good first impression, rapport is priceless. Learn the skills that so many advanced communicators are harnessing today, and fast-track your success.

Jonnie Robinson was renowned for being the town's most notorious daylight criminal. The townspeople could never tell when exactly Jonnie would strike and when he did, Jonnie was far too swift for anybody to catch him.

Jonnie was planning his next robbery, and this time it would be the town's bank. He knew that 12pm, lunch hour was when the authorities would be too busily concerned with their sandwiches to even notice if Jonnie struck. Furthermore, Jonnie also knew that the heat of the midday sun would prevent the vigilantes and posses from going after him.

However, unlike his prolific legacy of successfully executed robberies, Jonnie's plans did not go accordingly. Wyatt Earp, the town's sheriff was on duty and was never one to lapse on the job. With eyes like a hawk, Wyatt Earp caught Jonnie in the midst of his offence. He chased Jonnie down the street, hot on his trail, unrelenting to give up.

Jonnie had not planned on anybody chasing him and as he raced up Scrow Peak he noticed a cave in which he could hide. As he went inside, the cave was dark and very quiet. In fact, it was so quiet that all Jonnie could hear were the sounds of his rapid and loud breathing. As he tried to catch his breath, Jonnie worried that Wyatt Earp would find him in no time because of his loud breathing. Before Jonnie could barely catch his breath, Earp entered the cave and Jonnie knew that his only chance would be to match Wyatt Earp's breathing so he wouldn't hear him. As he started to breath in time with Wyatt Earp's breathing, he created unconscious rapport with Earp and remained safe while he resided in the cave.

Have you ever wondered why you get on so well with some people and then other people you never seem to 'click' with? No matter what you say or do, the other person never seems to respond the way you'd like? The answer lies solely in rapport. Rapport is a process of responsiveness, not necessarily "liking" the other person.¹ Whether it's the grumpy man at the sales counter, or your short-tempered boss, rapport is an invaluable resource that can help you overcome and avoid unfavourable situations.

Remarkably, words actually only account for 7% of communication! 38% is tonality (including voice pitch, tempo, timbre and volume) and 55% is physiology (which includes posture, breathing, gestures, facial expression and blinking). That means that people pay more attention to how you convey yourself than on what you say.

1 James, Tad, The Accelerated NLP Practitioner Certification® Training Manual, Vers. 5.01, 2000.

Of course, most of us are unaware of this even when we are listening to other people. It is an unconscious behaviour. Wouldn't it be useful if you knew how to convey yourself in a manner that served you and your audiences' outcomes?

So, how can you create instant rapport with anyone, at any moment? Rapport can be established through a process of matching and cross-over mirroring. Matching means exactly that – matching the other person's movements, gestures, posture, breathing, facial expression and tonality. Cross-over mirroring means conducting the same response as matching however you simply match the other person's movements with a different part. For example, as the other taps their foot, you may simply tap your pencil. Once in rapport, you can subtly make adjustments to your movements and may find that the other person responds by unconsciously matching or mirroring you! That's the beauty of rapport, the person who leads changes back and forth unconsciously.

So have some fun practising. Always remember to do this process in a way that is ecological. That simply means conducting yourself in a way that is good for self, others, society, planet etc. For practise, try matching the tone of the coffee-shop lady, or cross-mirroring people's gestures on the bus.

When you're in rapport with another person or a group of people, you'll know.

It's a natural tendency to want to be in a state of rapport with people. In fact, there is a science behind rapport. Itzhak Bentov in *Stalking the Wild Pendulum* found that rhythm entrainment is a natural phenomenon. When clocks of different sizes with the same sized pendulums were placed next to each other, they gradually synchronised their swings. In relation to machines and man, Bentov deduced that, "Nature finds it more economical in terms of energy to have periodic events that are close enough in frequency to occur in phase or in step with each other."² This shows that rapport is a positive feeling of mutual responsiveness and understanding.

The best thing to remember is to allow it to be sincere. Don't try too hard, instead be genuinely interested in the person you are communicating with and you'll find that rapport will flow easily and effortlessly. After practise your ability to connect at an instant with whomever you want, when you want will increase exponentially. Look forward to the endless opportunities that rapport can create. Improve and strengthen your pre-existing and future relationships. Harnessing this skill will help you generate ways to achieve your outcomes in more efficient and fulfilling ways that serve both yourself and the people you communicate with. Take a moment now, to fully consider how rapport can create endless possibilities in your life today.

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