



WORKBOOK

Creating a Connection

Creating a Connection

Creating a connection is the ability to _____ to others in a way that creates trust and _____. The ability to see another's _____ of _____. And a skill that anyone can learn.

It is important because most _____ decisions are based on our connection. Others are more likely to buy or renew a _____ from us.

It enables more _____ and successful interactions. It leads to a happier work environment and _____ productivity.

To create a CONNECTION you need to:

1. Find a common _____
2. Be empathetic
3. Authentically seek their values and _____
4. Be _____ more than interesting
5. Match language _____
6. Benefit from Eye Accessing _____
7. Match and _____ body language
8. Consider your and their Pace
9. Think about your _____

Find a Common Ground

- Consider the person and _____ and ask a relevant question:
‘what brought to this event?’

- Be mindful of your natural _____.
- Think about what you are thinking and weigh up your _____ with reality.

Be Empathetic

- Make others feel felt and _____ their feelings.
- Seek the _____ of their feelings.
- Tap into their _____.
- Help them to move _____.
- _____ and support them.

Authentically seek their values and beliefs

- Ask about what is _____ to them.
- Notice their _____ strengths and acknowledge them.
- Seek their thoughts and _____ for beliefs.

Be Interested more than Interesting

- Have fun and genuinely seek to _____ as much as you can from the other person.

Match Language Patterns

Listen for words and phrases that suggest a _____ to a particular pattern:

- Visual - I see you like to picture situations.
- Auditory - I hear you enjoy the sound of that.
- Kinesthetic - I feel that is important to you.
- Auditory Digital - I think you understand what is important.

Visual Eye Accessing Cues

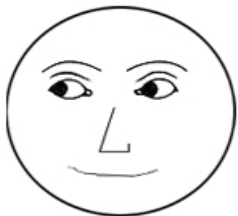
Eye Accessing Cues



Visual Constructed



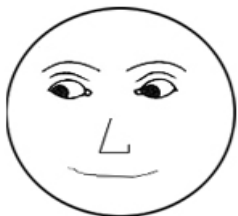
Visual Remembered



Auditory Constructed



Auditory Remembered



Kinesthetic



Auditory Digital

Match and Mirror Body Language

- Lean forwards or backwards to _____.
- Keep an _____ posture.
- Mirror facial expressions with _____.

Pace

- Pace the _____ to match the other person.
- Notice your own level of _____ or confidence.
- Slowing down the pace allows for greater _____ and time to think.

Appearance

- Think about _____ are you going to meet with.
- Think about the location and _____.
- Choose appropriate _____ to help others feel comfortable.
- Remain _____ to yourself.

We interact with the world and gather information using our five senses. Using these senses, we then *re-present* the world to ourselves internally. In NLP these are called representational systems.

Most of us have a tendency to use some senses more than others. Individuals exhibit general preferences for one sense over the others.

PRACTICAL TIPS:

- Use and repeat an individual's name.
- Smile.
- Ask open questions.
- When in agreement say so.
- When not in agreement - acknowledge their view and offer your own different view and the reasons why.
- Admit when you are wrong.
- Appreciate a quality that you recognise in the individual.

ACTION STEPS:

ACTION #1

Complete the Representation System Preference self-assessment over the page to discover your own preference. Review these patterns and consider what we use in order to listen for the preferences of others.

Representational Systems & Predicates

What is your preference?

For each of the following statements, please indicate which statement you prefer in each section by placing a number next to every phrase. Use the following numbering system:

4 = Closest to describing you. 3 = Next best description of you. 2 = Third best.
 1 = Least descriptive of you.

1. I make important decisions based on:

- gut level feelings _____
- ▲ which way sounds best to me _____
- ✕ what looks best to me _____
- precise review and study of the issues _____

2. During an argument, I am most likely to be influenced by:

- ▲ the other persons tone of voice _____
- ✕ whether or not I can see the other person's argument _____
- the logic of the other person's argument _____
- whether or not I feel in touch with the other person's feelings _____

3. I most easily communicate what is going on with me by:

- ✕ the way I dress and look _____
- the feelings I share _____
- the words I choose _____
- ▲ the tone of my voice _____

4. It's easiest for me to:

- ▲ find the ideal volume and tone on a stereo system _____
- select the most intellectually relevant point concerning an interesting subject _____
- select the most comfortable furniture _____
- ✕ select rich, attractive colour combinations _____

5. How best I operate:

- ▲ I function as very attuned to the sounds of my surroundings _____
- I function as very adept at making sense of new facts and data _____
- I function as very sensitive to the way articles of clothing fit on my body _____
- ✕ I have a strong response to colours and to the way a room looks _____

✕ ■ ▲ ●

1.				
2.				
3.				
4.				
5.				

Totals

Visual Kinesthetic Auditory Audio Digital

The language we use offers clues to our internal sensory processing.

Words that link to a particular representational system are known as ‘predicates’ in NLP terms. Predicates are the result of thinking with a particular representational system. These words, or process words are verbs, adverbs and adjectives that helps us to describe a dynamic process rather than something that is fixed.

These words indicate what a person is aware of at a point in time.

- *I see what you mean, that is your view* -Visual
- *We’re on the same wavelength* - Auditory / hearing
- *I will get in touch with you-* Kinesthetic / feeling
- *I think I understand what you’re conveying* - Auditory Digital / thinking

People find it more difficult at times to communicate effectively if they are processing in different modes. Below are a list of words and sample phrases which provide clues as to how others process information. By picking up on these clues, we can adapt our own communication and connect at a deeper level with another.

Visual

Look	Picture	Focus
Imagination	Insight	Scene
Blank	Visualise	Perspective
Shine	Reflect	Foresee
Illusion	Illustrate	Notice
Outlook	Reveal	Preview
See	Show	Watch
Appear	Colourful	Glimpse

Sample Phrases: *Visual*

If I could show you an attractive and proven way in which you could get the results you want, would you be interested in looking at it?

If this looks good to you we’ll just go ahead and focus on getting the paperwork signed.

Auditory

Say	Accent	Hear
Tone	Resonate	Sound
Monotonous	Ask	Pitch
Clear	Discuss	Cry
Remark	Listen	Ring
Shout	Speechless	Audible
Harmonious	Quiet	Vocal
Whisper	Comment	Call

Sample Phrases: Auditory

If I could tell you a way in which you could achieve that, would you want to hear about it?

If this sounds good to you, we can go ahead and discuss how to set up you up.

Kinesthetic

Touch	Handle	Balance
Break	Warm	Cold
Firm	Grab	Contact
Grasp	Tight	Solid
Pressure	Rough	Tackle
Seize	Push	Sensitive
Tangible	Stuck	Tension
Walk	Concrete	Smooth

Sample Phrases: Kinesthetic

If I could help you get hold of a concrete way in which you felt you could get (outcome), you'd at least want to get a feel for it, wouldn't you?

If this feels good to you we'll just go ahead and set up your business by handling this paperwork

Auditory Digital

Decide	Understand	Question
Think	Inspire	Process
Sense	Consider	Distinct
Know	Conscious	Change
Learn	Perceive	Conceive
Analyse	Describe	Study

Sample Phrases: Auditory Digital

If I could explain to you a process that would help you perceive how you can accomplish that, would you want to know more?

If this makes sense to you, we can set up your account by dealing with the logistics.

ACTION #2

Watch the TV or a film and turn the sound down. Look at the non-verbal communication. What do you notice in relation to:

- Gestures
- Facial Expressions
- Body Positioning
- Matching and Mirroring

Did those you were watching have a good connection? If so, how can you tell?

ACTION #3

When you are next in conversation with someone you have just met:

- Keep good eye contact at least 70% of the time.
- Use their name and repeat throughout a few times.
- Notice their body language and subtly match it.
- Be curious and interested in them.

Reflect on your interaction - how did it go? What did you learn or relearn for yourself and the connection you created?

ACTION #4

- Find someone to work with. Think about a topic that you both agree on. Discuss the topic for two minutes being disconnected with that person.
- Now think about a topic you disagree on. Discuss the topic for 2 minutes being in connection with that person. What did you notice?

CHECKLIST

Topic	Progress Review	Date Completed
Understand the what and the why of creating a connection, especially in today's increasingly digital world.		
Know how to: Find a common ground		
Be empathetic		
Authentically seek their values and beliefs		
Be more interested than interesting		
Match Language Patterns		
Benefit from Eye Accessing Cues		
Match and Mirror Body Language		
Consider your and their pace		
Think about your appearance		

<p>Action #1 Completed Self-Assessment on Representational System Preferences</p>		
<p>Action #2 Know what it looks like to have a good connection with another.</p>		
<p>Action #3 Know the impact of when I think about eye contact, using a person's name and noticing their body language in how I make and sustain a good connection.</p>		
<p>Action #4 Know how to have an effective conversation with someone, even if I disagree.</p>		

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