

RAPPORT

n8Clarity Trainers Training • Handout

"It's more effective when you whisper in someone else's language than when you shout in your own."

In hypnosis, rapport is the state where the subject accepts suggestions without resistance. Rapport is a process of responsiveness — establishing unconscious common ground where the other person's unconscious mind says, "This person is just like me." When people are like each other, they like each other.

THE 7–38–55 RULE

7% WORDS **38%** VOCAL QUALITY **55%** PHYSIOLOGY

THE THREE CHANNELS OF RAPPORT

Physiology (55%)

Match/mirror: posture, gestures, facial expression, head tilt, breathing, blinking.

Tip: They breathe out when speaking — breathe out with them.

Vocal Quality (38%)

Tone (pitch) • **Tempo** (speed) • **Timbre** (quality) • **Volume** (loudness). Move to the same end of *your* comfortable range.

Words (7%)

Match rep system predicates, key words, and common experiences. Listen for V / A / K / A_d language.

MATCHING VS. MIRRORING VS. CROSSOVER MIRRORING

TECHNIQUE	DEFINITION	EXAMPLE
Mirroring	Mirror image — like looking in a mirror	They raise right hand → you raise left hand
Matching	Exact copy — same side, same movement	They raise right hand → you raise right hand
Crossover	Mirror with a different body part	They tap foot → you tap finger at same rhythm

FOUR INDICATORS OF RAPPORT

1. Internal Feeling — warmth, butterflies, a sense of connection	2. Color Change — flushing, usually from the neck up
3. Verbal Acknowledgment — "I feel like we've met before"	4. Leading — you shift position, they follow (definitive test)

PACING & LEADING

Pacing = matching/mirroring to *get* rapport. **Leading** = once connected, you guide and they follow. *Example: crossover mirror someone's rapid foot-tapping with your pen, then slowly reduce your tapping speed — they slow down too.*

REPRESENTATIONAL SYSTEMS (VAK + A_D)

SYSTEM	THEY CARE ABOUT	PREDICATE WORDS	THEY SAY...
Visual	How things look	see, look, clear, bright, foggy, picture, reveal, focused	"I <i>see</i> what you mean." "That's <i>clear</i> ."
Auditory	How things sound	hear, listen, resonate, rings a bell, harmonize, tune in	"Does this <i>sound</i> good?" "That <i>rings</i> true."
Kinesthetic	How things feel	feel, grasp, handle, touch, solid, concrete, tap into	"Can you <i>grasp</i> this?" "Does it <i>feel</i> right?"
A_d	Whether it makes sense	understand, think, process, decide, consider, know	"Do you <i>understand</i> ?" "That <i>makes sense</i> ."

Most people score high on A_d (business trains us that way) — your next-highest score is likely your true primary. Identify their system by listening, then use their language back.

ETHICS

Rapport is neither good nor bad — **intention** determines whether it serves. If you believe in what you're doing and the client needs what you have, taking down barriers isn't manipulation — it's service.

RAPPORT EXERCISES

Groups of 2 • ~30 minutes total

EXERCISE 1: BODY LANGUAGE RAPPORT

~10 min

Setup: Pairs, sitting face to face. Designate Person A and Person B.

- 1. Mirror vs. Match (2 min):** Person A — raise a hand, lean to one side, or shift your weight. Person B — first *mirror* them (mirror image), then *match* them (exact copy). Switch after 30 sec. Notice which feels more natural.
- 2. "Won't I Get Caught?" (2 min):** Person A — talk about something you're passionate about. Person B — *very obviously* mirror their gestures and posture. Be blatant. After 30 sec, Person A: did you feel annoyed, or more *connected*?
- 3. Subtle Matching (2 min):** Person B — match and mirror *subtly*. Don't copy every gesture — just adopt their general posture, lean the same way, match their energy. Person A talks naturally. After 60 sec: could you tell? *Target: they don't notice.*
- 4. Crossover Mirroring (2 min):** Person A — breathe naturally and talk. Person B — don't match posture. Instead, subtly tap your finger or move your hand *in rhythm with their breathing*. Switch after 30 sec.

Debrief: Which technique felt most natural? When did you feel the strongest connection?

EXERCISE 2: VOCAL QUALITY RAPPORT

~10 min

Setup: Same pairs. **Sit back-to-back** (no body language — voice only).

- 1. Calibrate (1 min):** Person A talks about their week. Person B just listens. Notice their **tone** (pitch), **tempo** (speed), **timbre** (quality), and **volume** (loudness).
- 2. Match Voice (3 min):** Person B responds and has a conversation, matching Person A's vocal quality across all four elements. Move to the same end of your range.
- 3. Mismatch (1 min):** Deliberately mismatch — if they're slow, go fast. If quiet, get loud. Notice the difference in how it *feels*.
- 4. Switch roles** and repeat steps 1–3.

Debrief: What was the biggest shift between matching and mismatching? Which vocal element had the most impact?

EXERCISE 3: REP SYSTEMS WORD MATCHING

~10 min

Setup: Same pairs, facing each other. Use the predicate reference on page 1.

- 1. Identify (2 min):** Person A describes a recent vacation or meaningful experience. Talk naturally. Person B listens for predicate words and identifies their primary rep system (V, A, K, or A_d). Jot down the words you hear.
- 2. Match Their Language (3 min):** Person B responds using *their* rep system words. If they said "I could *see* the beach," you say "That sounds like a *clear picture*." Stay in their system.
- 3. Mismatch (1 min):** Respond in a *different* rep system. If they're visual, respond kinesthetically. Notice the disconnect.
- 4. Switch roles** and repeat.

Debrief: What rep system did your partner use? What happened to connection quality when you matched vs. mismatched?

"The person or system with the most flexibility of behavior will control the system."