

# Relationships 4 Step Action Plan

1. Start watching people talk when you're out at restaurants, stores etc. Can you tell who is in rapport and who is not?

2. When you're on the phone, start matching the other person's voice – talk at the same speed with the same volume and the same latency period. Notice the quality of the conversation. When you want to end the conversation, mismatch. Talk more quickly and loudly and change the latency period. Can you end the call without actually saying something like 'I have to go now...'?

3. In conversation, be interested in the other person. Imagine they have great knowledge and wisdom. Review the conversation afterward. Did you have rapport? Did you match their body language without even thinking about it? If you can get a friend to observe the conversation and tell you about it afterward, that would be even better.

4. Watch the film *Don Juan del Marco*, even if you've already seen it. There are two main characters – Don Juan, played by Johnny Depp, and the psychiatrist, played by Marlon Brando. Who paces and leads whom?