

Strategy For Gaining Rapport and Responding to Criticism

by Ann Blake

I suggest you begin by recalling a recent criticism to which you reacted badly. Now apply the steps below.

Step 1. Dissociate From The Criticism

Most people find it easy to do this visually by stepping out of your body and watch yourself receive the criticism...

or

maintain dissociation by printing the words out on an imagined screen at arm's length.

or

make the picture smaller, darker, farther away, give the critic a different voice, etc. (sub-modality manipulation)

Step 2. Make A Clear, Detailed Dissociated Representation

Make a clear, detailed dissociated representation of the content of the criticism. Make a clear, small, removed representation of the content of the criticism. "You are late, now we won't have time to rehearse our presentation." is a comprehensible Criticism. "You are a skunk, rat, *#@!" is less easy to represent.

Step 3. Evaluate the Criticism

Compare your representation of the criticism with all other information about the event you are being criticized for. Does what you remember match what the person is criticizing you for? Acknowledge the parts that match and ask for more information about the parts that don't match. When they both match, the feedback is accurate and may be useful for you.

Step 4. Decide On A Response

So far your responses to the criticizer have been limited to pacing and information gathering. Now it is time for a response based on your evaluation.

Your response will depend on your outcomes, your criteria, your values, the context and the criticism.

- Thank you for the information.
- Offer an apology.
- Offer restitution.
- That's not the way I remember it.
- You got my message.
- That's not the message I intended to convey. What I intended to do was....

Well-Formed Goal Criteria

1. Stated in the positive:

- "I don't want..." - "What is it that you do want?"
- "I want him/her/them to stop..." - "What do you want them to do instead?"

2. Described in Sensory Based Language

- "If I walked into your office today, how would I know you had achieved your goal?"
- "What would be a demonstration that you had gotten it?"
- "Have you ever achieved it before? (As if) what was that like?"

3. Specific and Contextualized

- "In what particular context do you want your goal to occur?"
- "Is there any context in which you would not want your goal to occur?"
- "What, specifically, is the goal you want?"
- "For what purpose do you want it?"

4. Can It Be Initiated and Maintained by Self?

- "What do you need to do to achieve your goal?"
- "What would have to happen?"

5. "Fits IN", "Preserves Harmony" In the Situation And The Individual (Ecology)

6. Preserves What is Already There That's Worth Keeping.

7. Provides a Choice of Several Possible Ways.

Rapport Exercise

Select a fellow explorer, introduce yourselves, designate one of you as 'A', one as 'B'.

'A', at the signal I give the class, make sure that you are matching 'B's posture and tone. Then, disagree with everything 'B' says, even if you really agree.

I will interrupt this after 3 minutes

'A' will now agree with everything 'B' says and mis-match body posture and voice tone.

Take a minute to discuss this between yourselves, then switch roles and proceed again.

DISCUSSION

Practice Suggestions

1. Select a person in this classroom. Pace them for 2 minutes. Lead
 - a. What aspect of their physiology did you pace?
 - b. When you "lead" what part of your physiology did you shift?
 - c. What did you notice them shift?
2. At coffee break, select a person not from this class. Pace them for 3 minutes, lead.
 - a. What aspect of their physiology did you pace?
 - b. When you "lead" what part of your physiology did you shift?
 - c. What did you notice them shift?
3. If you have a question or want to experiment, pace me, then lead.
 - a. What aspect of their physiology did you pace?
 - b. When you "lead" what part of your physiology did you shift?
 - c. What did you notice them shift?
4. Select a family member, friend. Pace them for 3 minutes, lead.
 - a. What aspect of their physiology did you pace?
 - b. When you "lead" what part of your physiology did you shift?
 - c. What did you notice them shift?

Shift Exercise

Select a fellow explorer. Designate 'A' & 'B'

'A' sets up a challenge situation.

'B' challenges 'A'

'A' acknowledges 'B', shifts body, offers alternative. Keep it brief and wait for 'B's response.

Components of Rapport

1. Body – Position and Movement
2. Breathing
3. Voice – tone – Tempo – Intonation
4. Word Patterns – matching predicates which indicate the "representational System/s" In which the targeted person is experiencing the situation.

Utilization of Rapport

1. Establish Rapport by "Pacing" Mirroring, or Cross-over Mirroring
2. Test Rapport – Lead
Pace—————Lead

Breaking Rapport

Break Rapport by Mis-Matching Rapport Components.

Practice Language

I have a problem.

I talked to a man who was bored.

I'm scared of people.

I am interested in learning this.

You always talk as though you are mad.

The overwhelming price of food disturbs me.

I don't like unclear people.

I resent happier people.

Surprisingly, my father lied about his drinking.

One must take other people's feeling into account.

I have to take other people's opinions seriously.

The unhappy letter surprised me.

My brother swears that he's fixed it.

I must not get too deeply involved with them.

No one understands me.

More Practice Language

*My divorce is painful.
Your refusal to leave here forces my departure.
I am afraid of both your rage and your help.
My intuitions scared them.
My son's beliefs worry me.*

*I have a lot of frustration.
Horses frighten me.
I expect a letter.
There's a certain feeling in this room.
I always avoid situations in which I feel uncomfortable.
It's impossible to trust anyone.*

*I'm fed up.
I want to hear.
My husband claimed he was frightened.
Self-righteous people burn me up.
My brother says my parents can't cope.*

*Communication is hard for me.
She is most difficult.
I've never seen a funnier man.
I hoped to see my parents.*

*You always present such stupid examples.
Running away doesn't help.
One can't love more than one person at a time.
I am clearly in the right.*

*Our terror is blocking us.
My confusion is familiar.
I resent your question.
I have hope.
Your bigoted suspicion annoys me.*

*My fear is just too big.
The tension bothers me.
Nobody pays any attention to what I say.
Everybody feels that way sometimes.*