

# Quadrant II Newsletter

Research shows that the difference between leaders who derail in their career and those that soar to great heights is social skills. Social skills appear in the second quadrant of Stephen R. Covey's Importance-Urgency matrix: social skills are important to a career but not urgent (Covey is author of the top-selling business book *The 7 Habits of Highly Effective People*). Quadrant II provides an opportunity for business and technical professionals to learn and try out new social skills based in science.

30Jan2018, author: Valerie Patrick, PhD, *How to Improve Rapport*

## Quotable (*Key Message*)

The fastest way to neural synchrony is through speech.

## Quantify (*The Science*)

Neuroscientists have observed that the brain activation patterns of two people become similar once they connect during conversation (<https://www.news-medical.net/news/20170720/Study-reveals-existence-of-neural-synchrony-between-two-people-involved-in-a-conversation.aspx>). Neuroscientists call this phenomenon neural synchrony. The presence of neural synchrony has also been shown to correspond with rapport-building (<https://www.nature.com/articles/s41598-017-17339-5.pdf>).

## Qualify (*Put into Practice*)

One simple way to use speech to accelerate rapport-building is a technique from neurolinguistics programming (<http://fulcrumconnection.com/blog/025-improve-rapport-nlp/>) as follows:

1. Ask the other person to describe a memorable event relevant to the context in which you are meeting. For example, if you meet on an airplane, then you might ask them to describe their most memorable flight or business trip. If you meet at a casual social event, then you might ask them to describe their first job.
2. Listen carefully to how they describe their memorable event. You are looking for clues to what is called their dominant speech representation. There are three to choose from: auditory, visual, or kinesthetic. An auditory will focus in on details and on what they heard. A visual will focus in on aesthetics and on what they saw. A kinesthetic will focus in on emotions and on what they experienced. Remember you are looking for what is dominant or default so what they say at the very outset is likely the most revealing.
3. Once you determine their primary speech representation, than use this style in speaking to them.

## Quip (*Fun*)



We're not talking about playing Simon Says here although subtle mirroring of the other person's behavior has also been shown to build rapport (but Simon Says is not subtle...).

## Quest (*Resources*)

Click on this link to take a short survey on traits of technical people and you will receive the final list of technical traits with a white paper on how these traits can be leveraged for leadership:

<https://www.surveymonkey.com/r/63KKV8K>

### About Fulcrum Connection LLC

Fulcrum Connection specializes in instructional design, training, speaking, facilitation and consulting to develop skills in leadership, innovation, sustainability, troubleshooting teamwork, and managing technical professionals.