

COMMUNICATION – MANAGING CONVERSATION

To achieve empathy rapidly with a new person (he or she):

1. Greet him gently – and ONLY with his generally ACCEPTED cultural practices words, body, eyes. Movement, distance etc.
2. Take SPECIAL care of both your verbal and body language to AVOID giving him a miscommunication or MISUNDERSTANDING..
3. First give him a SINCERE COMPLIMENT about: something good – his appearance, health, clothes, visible possession (pen), XXX etc..
4. LISTEN and receive his response, and reinforce it with “ I AGREE WITH XXX” and another question about the importance of XXX ...
5. Receive the response ... and REINFORCE it again with another “I AGREE ... AND... AND” ...to give him the FEELING of mutual VALUES.
6. NEVER use the negative words “BUT” or “HOWEVER”.
7. With verbal and BODY language, EMPATHY is progressing.
8. Follow with another GENTLE question about the IMPORTANCE of XXX ...
9. Modify your POSITIVE reply to his response, by relating HIS issue, towards YOUR important issue .
10. Continue the conversation together with feelings of GOODWILL towards each other.
11. EMPATHY is being established.
12. Successful MANAGEMENT of conversation ... for MUTUAL benefit.