- Persuasion Expert
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Author
Getting Others To Do What You Want



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Be the Most Persuasive Person in the Room

Active Listening Checklist

10 Ways to Build More Rapport

- 1. **Pay attention** by giving the right amount of eye contact (notice if the person feels uncomfortable and adjust) and avoiding distractions (fidgeting, checking the time, etc.)
- 2. **Listen without interruption** and without letting your mind wander
- 3. **Be encouraging** through your language ("tell me more," "yes") and facial expressions (nodding your head, smiling)
- 4. **Paraphrase** what the person said, using his words not yours, to make sure you understand ("what I'm hearing is ...")
- 5. **Ask open-ended questions** that relate to what he's saying, to draw out new ideas and continue to clarify what you heard
- 6. *Use body language that mirrors his*, but is just a bit more open and relaxed
- 7. Avoid giving advice
- 8. Silence your judgments about what you hear
- Pay attention to the feelings you hear and see, and reflect these back
- 10. **Respond respectfully**, being candid, open and honest—especially when it comes to sharing *your* thoughts and opinions