

Be a Bridge!

eyeTalk™

..hurled into being as the bridge over that yawning need, the mediator betwixt two else unmarriageable facts. His two parents held each of one of the wants, and the union of foreign constitutions in him enables him to do gladly and gracefully what the assembled human race could not have sufficed to do. He knows his materials; he applies himself to his work; he cannot read, or think, or look, but he unites the hitherto separated strands into a perfect cord.

- Ralph Waldo Emerson, in an oration delivered before the Society of the Adelphi in Waterville College, Maine, August 11, 1841

Be a Bridge!
*eye***Talk™**

by John Meluso, Jr. CSP

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To Denny Johnson, author of *What the Eye Reveals*. Without his insight and dedication to improving our human condition, this book would not have been possible. May the future recognize him, as I do, as the Carl Jung of our century.

To Michael Grinder, brother of John Grinder, co-developer of Neuro Linguistic Programming. Michael's eloquence with NLP and his application of NLP in education, is priceless. May Michael's practical wisdom, as profound as his mentor's, Carl Rogers, reach as many people as Dr. Rogers has.

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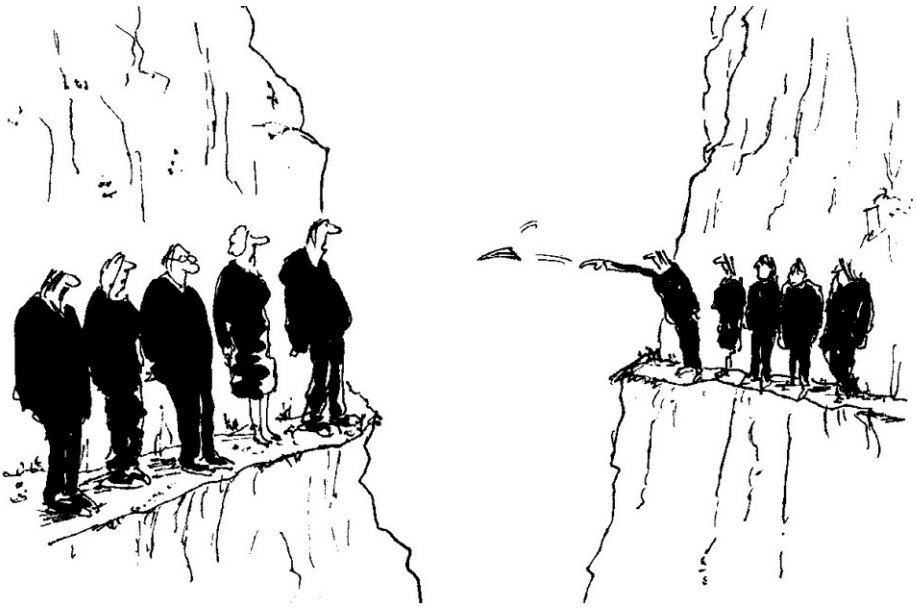
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Couldn't we communicate better if we built a bridge?

An old man, going on a lone highway,
Came at the evening, cold and gray,
To chasm, vast and deep and wide,
Through which was flowing a sullen tide.
The old man crossed in the twilight dim;
The sullen stream had no fears for him;
But he turned when safe on the other side
And built a bridge to span the tide.
“Old man,” said a fellow pilgrim near,
“You are wasting strength with building here;
Your journey will end with the ending day;
You never again must pass this way;
You have crossed the chasm, deep and wide -
Why build you a bridge at the eventide?”
The builder lifted his old gray head:
“Good friend, in the path I have come,” he said,
“There followeth after me today
A youth whose feet must pass this way.
This chasm that has been naught to me
To that fair-haired youth may a pit-fall be,
He, too, must cross in the twilight dim;
Good friend, I am building the bridge for him.”

– *Will Allen Dromgoole*

A bridge is an ideal symbol for connecting two distant and different shores and even different behavior/communication styles. Throughout this book you'll see bridges from around the world.

Just as the old bridge builder built a bridge for those who would follow, this book is the bridge I leave for you to connect with others in all areas of your life.

It offers practical pathways to help you begin to build bridges across the communication canyons that may exist in your life. These canyons of miscommunication exist with our children, in our schools, with our mates, with our families, in our cities, in our businesses, in our countries, and in our worlds.

The steps in this book will assist you in discovering ways to profit by understanding peoples' communication patterns and how you can relate more effectively to communication styles that are different from your own. Here are ways for all of us to begin moving beyond communication to connection. Let's use them!

Remember, the fifteen benefits of connecting with the communication style of those around you are:

- Practical empathy, making others more comfortable
- Accelerated rapport building
- Tremendous results improvement
- And more fulfillment in all areas of your life!
- Using the revolutionary new technology of **eyeTalk™** for connecting with others will give you:
 - More profitable business relationships
 - Dynamic, efficient and effective teams
 - Enhanced employer/employee relations
 - Happier, more tenaciously loyal clients
 - Eventual ending of gender, racial and religious prejudices
 - Increased inner and outer peace, individually and collectively
 - Enriched, loving, harmonious marriages and other relationships
 - Graceful, easier parent/child relationships
 - Personalized education systems for children, parents and teachers
 - Continuous performance enhancement

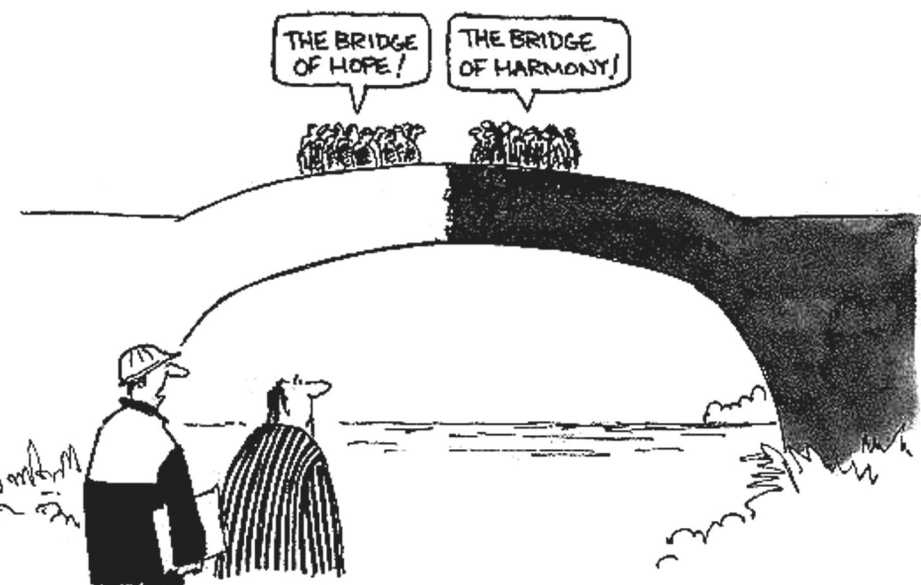
How many of these benefits do you want now?



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Building Relationships



"We are hoping for harmony with the name, so we may complete the bridge."

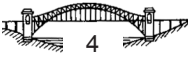
Communication is the single most important event in the course of human evolution since fire. From petroglyphs in the caves of the ancients to verbal utterances that became language, from storytelling to written books, from music and art to television, radio, movies and e-mail — all are simply forms of communication. A connection and transfer of a message from one human to another is the essence of communication. The transmission of knowledge, wisdom, experience, thoughts, intuitions and emotions all demand a link from one mind, one heart, and one spirit to another. Could business, government, religion, education, any sector of society have reached its current level of complexity and effectiveness with anything less than the efficient and broad methods of communication we have today? Highly unlikely.

Without mental telepathy or other connection for sharing thoughts, emotions, experiences and dreams, our individual and collective growth would be seriously curtailed. Some form of interacting is an essential ingredient for the success or failure of all human activity.

Humans actually perceive the world through vision, hearing, touch, smell and taste, and communicate in all those senses. A glance or gesture communicates volumes. A year-old baby's silent touch eloquently communicates the love they feel. We spend billions of dollars on deodorants and perfumes to make sure our olfactory communication is acceptable to other members of society, especially those close to us. We hear unspoken messages in someone's vocal tone or pace. Communication occurs in an infinite variety of expressions in all those sensory channels.

The technology of instant communication all over the world — social media, telephone, radio, television, newspapers, magazines, movies, Express Mail, Priority Mail, bulk mail, Overnight Federal Express Mail, fax, e-mail, and libraries of centuries at the touch of a finger on the internet — inundates us with information and the opportunity to communicate. With this infinite amount of information from the largest variety of communication sources ever available, miscommunication is at a record high.

Do you see how silly some of our separations become? I hope so! So often our miscommunications are not just subtle, they sometimes are as simple as labels and judgments that distance us from each other to our mutual detriment.



Perhaps this is due to the spreading habit of social isolation and indifference to others. Being unsociable has reached epidemic proportions.

Many social, technological, and economic processes contribute to the reduction of daily, ordinary, “real time” face-to-face interactions with other people. With fewer shared social experiences, none of us seems to be learning and expanding the complex verbal and nonverbal language of social interaction. Parents don’t connect with children, employers are isolated from employees, and students have no contact with instructors, especially professors. Hours and hours of daily television and computer use create isolated havens rather than human interaction. The use of video games, CD-ROM games and stories, web surfing, email, and other technological marvels shatter time previously reserved for direct contact with other people for fun, friendship or work. Children prefer playing video games, focused on a television screen, to playing baseball, focused on people. Technology fills us with the latest computer access and connectivity, yet we fail to connect with each other. We replace social time with downloaded information.

Without adequate social skills in our society, we become awkward when interacting with others and have less of an interest in doing so. The subsequent reduction of intimacy and compassion touches us all. Unheard members of society often communicate quite loudly with guns and bombs.

While some may benefit from the anonymity and fascinating access of email, there is a danger of substituting virtual reality for the reality of human connectedness. Do you know people who prefer ‘chat time’ to face-to-face time with their associates? Has Facebook, texting or Instant Messaging replaced the quick telephone call? Do you believe that many people that internet dating services are for people either frightened of or unskilled at developing relationships?

Three other key factors certainly add to our communication nightmare:

- Automation is replacing people. From bank ATMs to gas stations, grocery checkout and telephone services, we complete our daily interactions without ever dealing with a human being.

- Fear of crime means little chance for outdoor play. More children are growing up with a single parent or both parents working full time, with few siblings and relatives around. The sadness of not knowing your neighbors, let alone enjoying their company, means we have fewer models from whom to learn interaction skills.
- Our global market place, with increased competition and drive for profits, has changed the American workplace dramatically. Fewer workers, producing more in less time, enhances productivity, raises profits, and eliminates human interaction. In pursuit of profits, “downsizing” becomes a monthly occurrence. These accepted business practices diminish workers’ sense of loyalty. Their loss of self-image, often job based, creates anxiety and stress that carry over into their private lives.

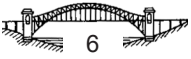
With overall stress increasing because of these factors, we have become a little like automatons. Have you noticed that there is a growing sense of being busier, working harder, and having less time and energy available for friends, family, hobbies and recreational activities? Have you also noticed that your feeling of connection, family, community, and life has diminished?

Is it time for a change in our relationships? If you answered yes, how will we change your relationships?

We begin to change our relationships by changing our communication and interaction styles. With the infinite variety of ways to communicate, we must truly begin to understand our “best style,” or our “preferred style” of interaction and communication. We must also begin to understand the styles of others, so we can consciously and efficiently communicate with those around us.

Our first efforts of communicating beyond Planet Earth were radio waves to the cosmos in all of Earth’s known languages. Did we ask, “How do you communicate?” Did we care? We just expected “them” to respond to us.

Unfortunately, we’ve been duplicating this egocentric communication pattern for too long. This style of communication shows no concern for those we are speaking to. In the early 1950s when Americans began to



travel to Europe more frequently, we quickly garnered the label of “Ugly Americans” after the title of William Lederer’s novel. This label actually spoke less to our physical appearance than our linguistic style. These “Ugly Americans” would travel around the world and expect every other culture to speak English and to have menus in English. Many Americans were disappointed when foreign food or customs did not match their American tastes and habits. Instead of trying to adapt, they complained.

It’s time (way past time, actually) to change that attitude. To change the attitude of “us versus them,” we must appreciate each other’s values and seek to learn from each other. Learning not only the ‘what’ of someone’s behavior, but also when and how to use their specific behavior in our own lives, could not only improve our relationship, it could also make our own lives easier.

Does using an emotional, sensitive behavior when balancing my checkbook make any sense when it means spending several hours trying to find a one-cent difference? Is that efficient or cost effective? Wouldn’t your spouse’s logical, analytical style be more valuable?

Does an analytical, logical style have any place in the whirlwind of love and romance? Being swept away is an integral aspect of being in love. Does this emotional whirlwind sometimes get in the way of lasting relationship? I know many people who value relationship and love so much that they pay no attention to the facts about the people in the relationship. Maybe some analysis and logic have a place in romance, after all.

Analysis isn’t good for everything, though. I would hope that when holding a baby, you would avoid thoughts of “Am I doing it right?” and simply enjoy and sense the miracle of life.

The key to maximum enjoyment in all your relationships and maximum success in your communication efforts is found by creating balance. By learning to appreciate each style, and learning how to borrow its strengths, you can meet every occasion with an appropriate, effective response. Before we can attain balance, however, we need to look at where we might be unbalanced, and to see how that lack of balance causes misunderstanding and poor communication.



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Results, NOW!



For all of us, results are paramount in our minds. Whether our goals are material — like a sale, a new car, a home or a child — or less tangible — like more happiness, more harmony or more simplicity — we are always simply accomplishing results. Sometimes that accomplishment requires new learning and understanding. Interestingly, once you learn and practice these tools in one area of your life, you can use the same skills quite effectively in other areas.

The skill you're about to learn to help you achieve the relationship results you truly want is simply the skill of communication. But this book looks at communication in a new way - outward rather than inward, from the other person's point of view and communication style rather than our own.

Most people have spent their lives living by the Golden Rule — treating others as they themselves wished to be treated, communicating with others the way they themselves like to communicate. This system of ethics has been a motto for many wholesome, well-wishing people. The idea has been influential among people of very different cultures. Jesus, Hillel, and Confucius used it to summarize their ethical teachings. From the Buddhist “Hurt not others in ways that you would find hurtful,” to the Islamic “No one of you is a believer until he desires for his brother that which he desires for himself,” the idea that treating others with the same level of respect we wish to receive has permeated religious teaching.

Around the world and throughout time, this concept has been a common thread for humane interactions and building of true community. And it was a good rule for centuries. As the world becomes increasingly a single interacting global community, however, we need to reconsider the wording of our Golden Rule. In fact, with the diversity of cultures we interact with every day, it is important to expand the Golden Rule to reflect the words of George Bernard Shaw in 1903:

“Do not do unto others as you would that they should do unto you. Their tastes may not be the same.”

We have not changed the intent of the original Golden Rule, just the words — to more accurately reflect the needs of individuality. A

new Golden Rule, usually called the Platinum Rule^{TM1} still requires self-awareness, but also other awareness. What if the person I'm interacting with has different standards, cultural needs, and wishes? What if he or she has a different understanding of what constitutes polite or nurturing behavior?

The Platinum RuleTM takes away the old assumption that all other people would like to be treated the way that you would like to be treated. The original Golden Rule certainly no longer applies in communication. Let's say my only language is English and I'm in China, surrounded by people who speak only Chinese. If I treat others the way that I want to be treated, I will speak only English, and I will have little success in communication. Wouldn't it make more sense to treat the natives the way they want to be treated? Chinese people prefer speaking Chinese, and certainly appreciate an attempt at speaking their native tongue. As do all cultures.

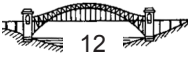
We live in a global community; we all must learn to communicate more fully for our mutual survival. The need for understanding is at an all-time high, and it begins with communication. Now is the time to expand our understanding of communication styles. With the infinite variety of ways to communicate, we must begin to understand our "best style" or preferred style of communication. Furthermore, we must learn the styles of others to consciously and efficiently communicate with those around us.

While I was traveling in Europe, one incident dramatically demonstrated communication preferences to me. I speak some German and regularly conversed with natives while in Germany. We spoke a combination of English and German, as their English was better than my German. They were gracious, and we had long, engaging conversations.

One evening, an American abruptly blurted out to my German friend, "Do you speak English?"

My friend felt that this interruption was impolite and answered, "Ich kann Sie nicht verstehen!" (I can't understand you.) Because that particular American chose not to try to speak his language, he would not speak English in reply, though he spoke our language impeccably. Even with his

1 The Platinum RuleTM, by Dr. Tony Alessandra identifies the Director, Socializer, Relater, and Thinker.



unwillingness to speak to the person, however, he used the respectful form of “you” rather than the more familiar “du.”

When teaching English lessons in Holland, the instructors first say the Dutch word, then the English word, then the American pronunciation. Europeans know that to truly learn about another culture, it’s important to learn their language and even their dialects. Europeans understand the Platinum Rule™: “Treat others the way they want to be treated” is especially important in communication. It respects and honors the feelings of others. Interacting with others shifts from “I want this, so I’ll give everyone else the same thing,” to “I’ll find out what others want and then I’ll give it to them.” That creates rapport and appreciation.

Creating rapport is important in sales, management, personal relationships and everyday life. After all, no matter what the product or need, a salesperson would have little success selling in a language other than the client’s. How many buyers would have a dim view of the salesperson who assumes their product is the only right one for the buyer, and approaches the sale without considering the buyer’s needs? People do have different needs, wants, and ways of doing things. We should look at each buyer individually and serve their needs rather than forcing the one-size-fits-all approach. This idea is equally valuable between employers and employees, members of a team, teachers and students, parents and children, or husbands and wives.

How often have we heard something we simply wish to hear that is not really said at all? How many times have our feelings been hurt even with loving words? How often do we create separations with the wrong glance or the wrong tone at the most inauspicious time? This absence of complete alignment creates more discord in our relationships than you can imagine. For the most part, we accomplish disharmony so subtly, almost invisibly, simply because of an absence of understanding the other person.

Dr. Stephen Covey, author of *“The Seven Habits of Highly Effective People,”* said that, of the seven habits, Americans have the most problems with #5: “Seek first to understand, then seek to be understood.”

The author of the St. Francis prayer also understood this when he said, “Grant that I may seek not so much to be understood, as to

understand.”

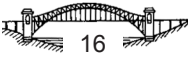
How can we understand each other more? Believe it or not, greater understanding can begin with something as simple as looking into one another’s eyes.



<http://www.ubgr8.com/blog/cu103>



Introducing
eyeTalk™



Imagine that someone you've never met before looks you in the eye and immediately gives you an accurate description of your personality, your talents and abilities, your preferred learning style, your communication style, and your relationships with friends and loved ones. And then, before you can recover from your astonishment, he offers to teach you the technique he used. Would you be intrigued?

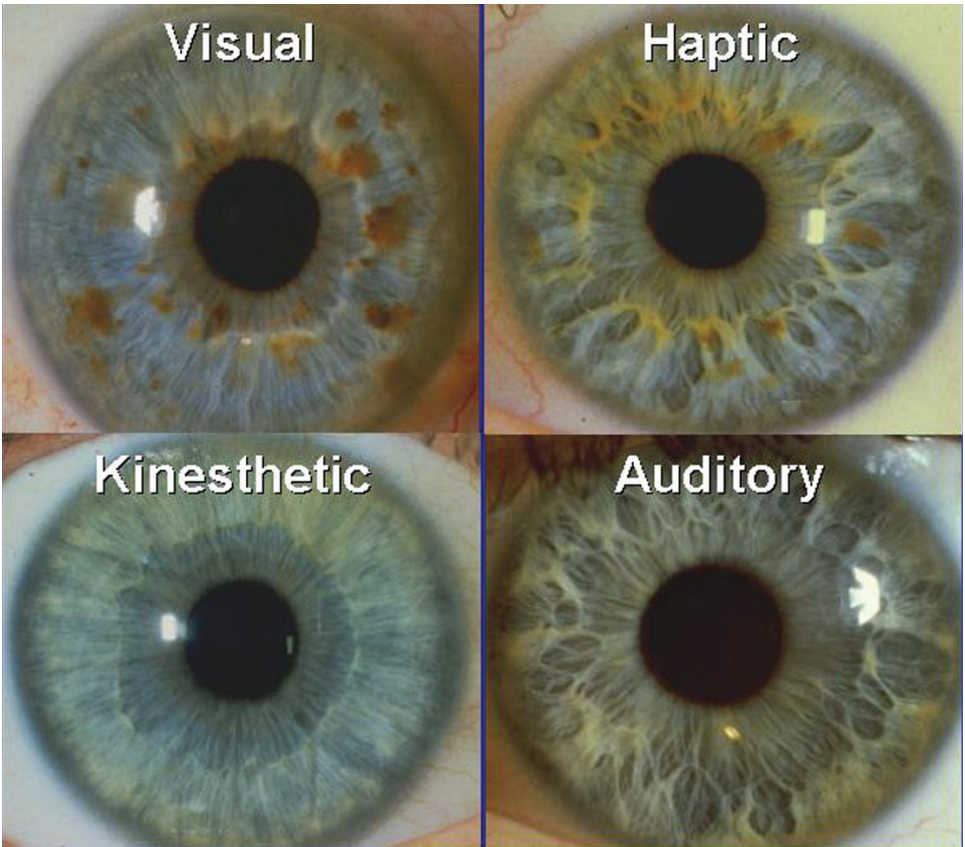
After 30 years of research and practice in communication, I've learned that each of us has a different learning/communication style and speaks a different, hidden language. These languages are called Visual, Auditory, Kinesthetic, and Haptic, and a person's language preference can actually be seen in their eyes. To help explain this phenomenon, I synthesized the *eyeTalk™*. *eyeTalk™* helps us see the four unique patterns contained in the iris of everyone's eyes. Each of these four patterns also has four different and distinct dialects of the language that is natural to them. Noticing eye patterns allows us to come to a deeper understanding and acceptance of others and ourselves.

In 1982, Denny Johnson wrote a revolutionary book, "What the Eye Reveals," in which he outlines a psychological profile based on patterns in the iris of the eye. This profile, known as the Rayid Model, has been proclaimed by researchers as 97% accurate. It lends credence to the age-old saying, "The eyes are the windows to the soul." *eyeTalk™* combines the Rayid Model and Neuro-Linguistic Programming.

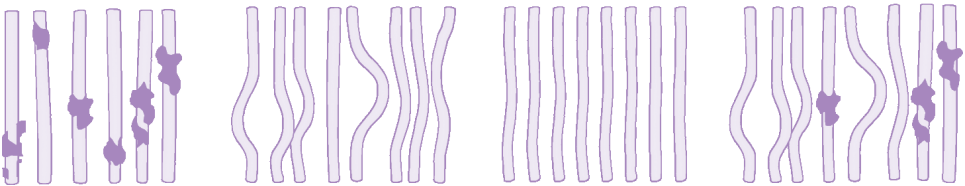
Dr. Hester Lewis, Harvard Medical School, School of Psychiatry, lauds the Rayid Model:

The future will prove Rayid a leader in counseling techniques. Using it along with what we know about human behavior, we can more wholly problem-solve and integrate questions on educational, career and marital choices and how to change personal, familial or parental attitudes and behavior.

Eye patterns indicate a hidden language. When you think of your eye pattern/learning/language style as a language, it's obvious that each different eye pattern could have a different language. Many people wonder whether eye patterns change when behaviors change, but the configurations in your eye formed before you were seven years old and will remain the same. Your "natural" language can be enhanced with others, but won't change.



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With some close observations of the iris of the eye, you will understand your own hidden language and the hidden language of those around you. What do your eyes say? Let's look at some eyes closely.

What remarkable patterns! You may notice the patterns more clearly in the following diagram.

Amazingly, each pattern exposes some common behaviors. Spots or flecks indicate the Visual style of person, rounded openings indicate the Auditory style, straight lines indicate the Kinesthetic style, and combinations of all three patterns indicate the Haptic style.

The eyes are a visual aid for understanding these styles, and as we learn about these styles in later chapters, we'll see patterns of behavior that exist in the body, the tone of voice, the way of living in the world. As with all patterns, they are only indicators of quality of life and relationship, and these patterns only determine behavior with an absence of awareness. With conscious awareness, any pattern may be changed.

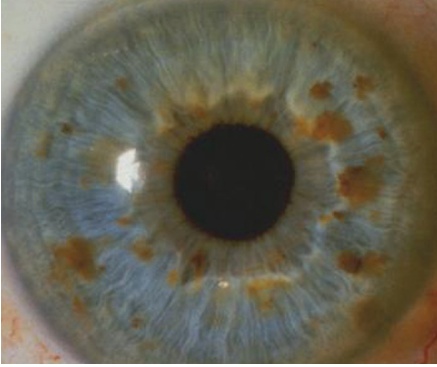
All eyes are unique and often as opposite in appearance as in behavior. Let's look at some of these patterns more closely.

In Chapter 6, we will learn more about being Visual. The Visual style develops a sensory acuity that allows for magnificent analysis and visualization. Visuals can program personal computers and flights to the moon, and develop solutions to the most complex human dilemmas of personal and societal health. While Visual people enjoy natural credibility, they often have difficulty establishing rapport in their relationships. All people with dot-like pigments in the iris of their eyes naturally communicate/learn visually and demonstrate the characteristics summarized next to the eye above. We will learn to recognize Visual people, to understand their preferences, and to speak their hidden language.

In Chapter 7, we will learn about being Auditory, how to recognize Auditories even beyond their eye pattern, and how best to connect with this style. Auditory gifts include the ability to build relationships easily and refined skills of human interaction that can build family and refined skills of human interaction that can build family and team cohesion. The Auditory style appreciates emotions like love and peace, and calmly survives

THE VISUAL LANGUAGE STYLE

Mental Type

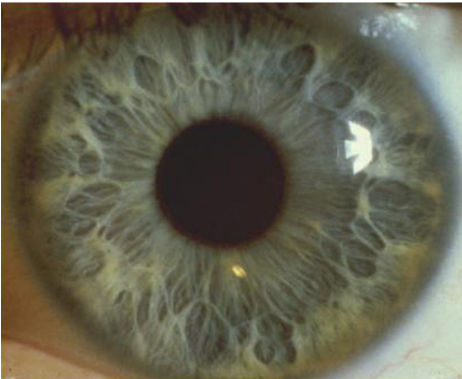


- Dot-like
- Processes through Eyes
- Fact-oriented
- Uses Analytical Thinking
- Often Opinionated
- Favorite Verbs: I see, I think
- Excels at Detail, Credibility, Clarity

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THE AUDITORY LANGUAGE STYLE

Feeling Type



- Flower-petal openings
- Relationship Oriented
- Favorite Pronoun: "You"
- Favorite Verbs: I feel, I hear
- Excels at: Joy, Vision, Sociability, Rapport

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the desolation of grief and sadness. With its feeling state, this style allows for spontaneous expression and fosters vigorous change. These folks sow the seeds for growth and, with individual growth, our world grows.

The Kinesthetic style's strengths are sensitivity and subtlety. Kinesthetics are highly attuned to the importance of honor and respect, and know that the minutest of details is crucial for an impeccable life. Touch is very important to people with the Kinesthetic style. Because of their sensitivity, Kinesthetics often find the world harsh. The Kinesthetic eye pattern shows wispy, straight lines. We will learn to understand them more fully in Chapter 8.

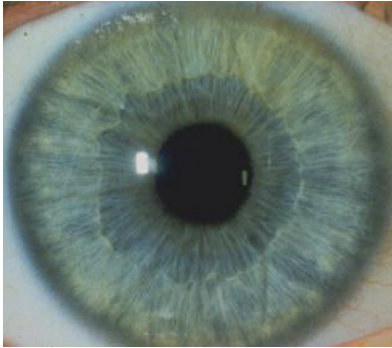
In Chapter 9, we will learn about the stimulation and perspective of the Haptic personality – the dynamics and excitement of a three-ring circus and a barrel of monkeys all rolled into one. The Haptic talents of speed, perspective, synthesis, and integration lead us to a vitality and joy not experienced by everyone. Sometimes Haptics appear scattered and frantic, but it's just their way: they combine the traits of all three of the other personalities, and process information using Visual, Auditory and Kinesthetic methods. Their eyes also demonstrate this combination of personalities, exhibiting traits of all the other three types. Haptic eyes are identified by the presence of all three patterns: dots, petal-like openings, and straight lines.

You may find it helpful to consider the languages of the **eyeTalk™** as gears of a car. The first cars had a manual transmission and three gears. First gear is best for starting off. Second gear moves between first and second and is a transition gear. It relates to both first and third gear and moves between each of them. Third gear is the smoothest, but doesn't do well with starting and stopping. It's the freeway gear and is best when running at the higher speeds. Third gear allows only subtle changes and is the most efficient when running at high speeds.

The Visual language style is like first gear in a car. Through observation, Visual people plan and observe situations for the best outcome. They might not go fast, but they are great starting out. Staying in first gear all the time, our cars would operate less efficiently and wear out sooner. The same is true for Visual people.

THE KINESTHETIC LANGUAGE STYLE

Physical Type



- Straight lines/streaks, no dots or openings
- Senses with Whole Body
- Empathetic, Balanced
- Favorite Pronoun: “We”
- Uses verbs: I’m touched, I sense
- Excels at: Stillness, Connection, Mediation, Amiability, Balance & Service

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THE HAPTIC LANGUAGE STYLE

Movement Type



- Dots and Openings
- Dynamic Change, Transitioning
- Risk-Oriented, Driven, Zealous
- Motivated by Originality, Achievement
- Entrepreneurial
- Favorite Pronoun: “They”
- Uses verbs: Think, Feel and Act
- Moves Quickly
- Excels at Vitality, Joy, Activity, Achievement, Change

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The Auditory language style is like second gear. It can be used for starting out, but only with difficulty. In second gear the car can go pretty fast, and it always keeps the motor going very fast. The second gear is noted for change. Once it gets going, second gear is flexible, allowing increases and decreases in speed. It is often noisier, and is the gear that requires the most shifting. Second gear is in relationship with lots of things. Everything that is around it affects it. It is in relationship with first gear, third gear, the motor, the clutch, traffic conditions, and the style of the driver.

Kinesthetic people could be considered third gear. The Kinesthetic runs best with smooth operation; subtle shifts in speed feel best to them. The same is true for third gear. To start off in a car with third gear is next to impossible. Likewise, because of their subtle nature, Kinesthetic people do much better at minor changes than at starting or stopping.

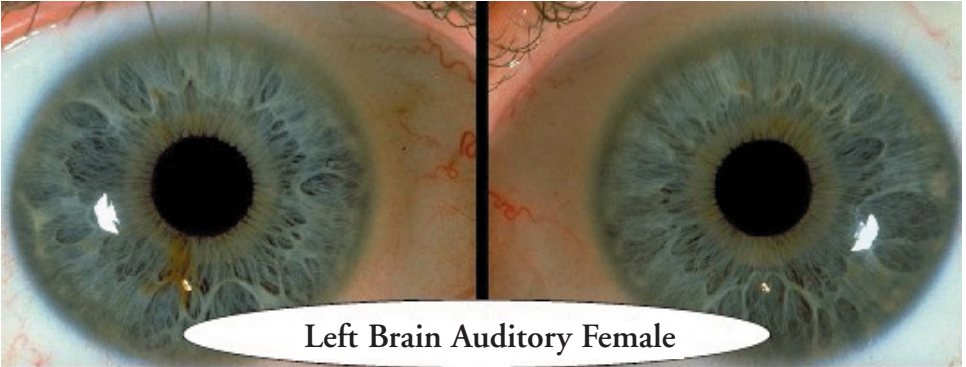
Haptic people could easily be described as the clutch, moving effortlessly from gear to gear, allowing all the styles to be used depending on the situation. The clutch is nothing without the gears, and the gears would operate less efficiently without a clutch.

All the eyes we've seen are different, with unique patterns of rounded openings, flecks, and lines. In the Rayid Model, Denny Johnson identified 46 characteristics that indicate a particular psychological profile!

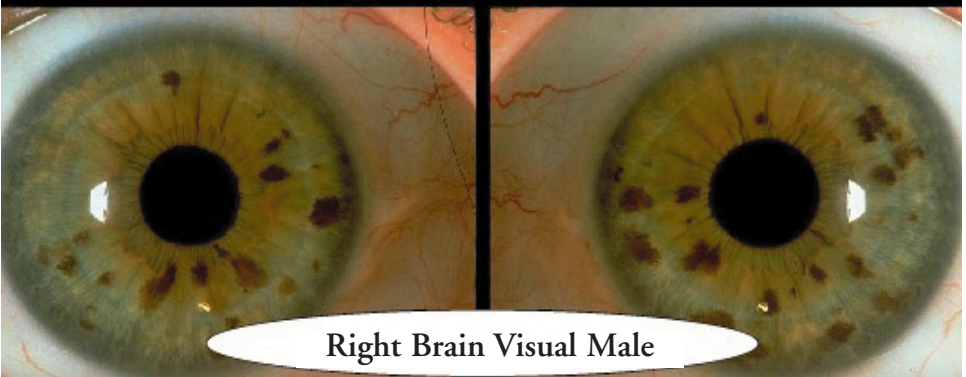
This road map of the eyes has proven to be remarkably accurate. For more information about each of the 46 characteristics, consult Johnson's "*What the Eye Reveals*."

Here are some patterns of couples demonstrating that opposites really do attract each other.

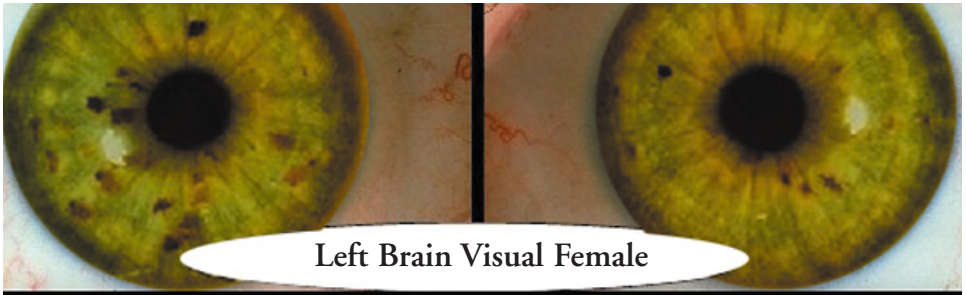
The incredible work of art called our eyes reflects our individual magnificence. Each of us is unique, with an infinite combination of Visual, Auditory, Kinesthetic, Haptic, with an equally varied spectrum of volumes, shades, colors, and senses within our expression of who we are and how we live. Our natural eye pattern, automatically and quite inevitably, guide our preferences to become our choices. Our choices become habits. Soon our habits become our identity, and we only speak our hidden language. Without understanding our own language, and the language of those around us, we soon, find ourselves disconnected from those around us.



Left Brain Auditory Female



Right Brain Visual Male



Left Brain Visual Female



Right Brain Auditory Male



How can we connect more? How do we know what to change and what to keep? When do we change, what, and how? How do we achieve a balance between the old and the new, ourselves and others, and all the preferences that appear to be opposite?

By understanding and using the concepts in this book, you'll achieve a balance between work and play, self and others, sensitivity and excitement, reflecting and expressing, logic and intuition, and begin the process of conquering this seemingly impossible task.

The concepts of *eyeTalk™* will provide new skills that are engaging, easy, interesting, practical, and a lot of fun! Communication is both an art and a science. By using *eyeTalk™*'s powerful tools, you'll experience the artistry and science of effective communication and get fantastic rewards in every area of your life. This book will help you build those bridges of success.

So in this book, simplicity, truth, ease of learning, and ability to effectively apply the information will be the only criteria in our quest for success. The information must be specific, able to be duplicated by anyone, and applicable to life and the benefit of all concerned.

eyeTalk™ is the product of over 30 years of research and practical application in communication styles and how to relate to different types of people. Between reading this book and becoming your own scientist, you will be able to validate the *eyeTalk™* system for yourself and apply the information about yourself and those in your life immediately. *eyeTalk™*, which is described in detail in Chapter 3, works by simply observing certain easy-to-identify configurations in the eye and noticing that all people having those configurations – young or old, across all races and genders and countries – whatever their family history – exhibit consistent patterns of communication.

According to the Rayid Model, the patterns in the eye clearly indicate which of the four styles of communication you prefer. A Visual person likes facts, an Auditory person like stories, a Kinesthetic person likes quiet, and a Haptic person likes all three at once.

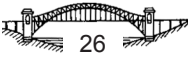
There is no right or wrong style, and there are no better or worse combinations of types in work or in relationships. Each style or communication language brings special gifts. And being multilingual is much preferable than speaking only one language!

The purpose of learning about your language style, and the language style of others, is to help you understand yourself better and to enhance your relationships. Each person is unique, and human personality is much more complex than any one test, but the ability to communicate is much more likely if we are speaking the same language.

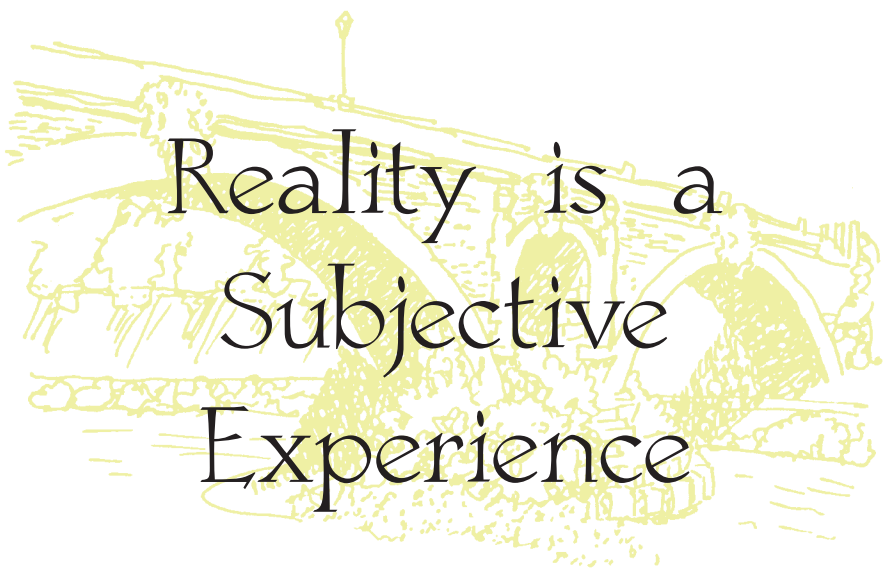
Some other questions and concerns people have about **eyeTalk™** include:

- Does language style change? We tend not to change our style. As we learn to live in our society, we tend to learn other styles, which allows for understanding, rather than change our own.
- Is there a best style? That's like asking, "Is there a best language?" The best language to use is the one spoken by the person you are communicating with. In some areas of life – work, for instance – certain styles may be more valued. The more styles you understand and are able to communicate in, the more rapport you will be able to develop with all people in your life. This is particularly important when you realize that communication is process oriented and that, as you improve the skill of speaking with your wife, you are improving your skill speaking with children, clients, fellow employees and employers.
- What type makes the best partner for me in a marriage or relationship? This one's easy. The best type is the one that you understand and that understands you best, and at the same time offers you the most exhilarating new learning opportunities. When you learn to communicate well with the learning style of your partner, your relationship will be invigorated!
- Can anyone be evaluated by the **eyeTalk™** learn the method and benefit from the profile? If you have vision, the basic information surrounding the profile is immediately available and applicable. Moreover, even children as young as seven can be evaluated accurately. That makes the **eyeTalk™** procedure particularly valuable for understanding learning styles, so parents and educators may dramatically enhance all children's lives.

Now is the time to know your best communication style, know the one's of those in your life and being to build bridges of connection.



<http://www.ubgr8.com/blog/cu104>



Reality is a
Subjective
Experience



Each of us sees life from our own perspective, and naturally, what we see is selective. When we face forward, we can't see what is behind. Looking to the left precludes us from knowing what is to the right. Much of life goes unseen, and that's okay – our selective perceptions create our uniqueness. But selective perception requires us to see and understand not only our own perspectives, but also the perspectives of others.

Selective perception occurs because our finite minds must make choices to attempt to understand our infinite universe. The number of choices confronting us daily is immense, and to process this information in any way we must develop selective perception. Our choices and our selective perceptions automatically deselect or make unimportant other perceptions or choices. What we associate with automatically chooses that from which we disassociate!

For example, if we look to the North, we automatically look away from the South. One person may look to the North all their life and thereby never experience the South. They may even deny the existence of, or at least any awareness of, the South. From this Northern perspective, the South does not exist. A Southern perspective person may have the opposite experience. Do you see how subjective each of their choices are and how easily a selective perception develops? How innocent those choices are and how they might develop unconsciously into patterns? How different perspectives come about quite naturally, quite innocently, and soon become patterns that affect us all? How people might have some challenges communicating with each other?

You might say that a person can choose to look in the opposite direction at any time. Sure, but do we? Can you see how difficult people's relationships would be if one person had looked in one direction all their life and suddenly met a person who had looked at life from the opposite perspective?

Selective perspectives are neither right nor wrong. They are simply different.

A Hindu parable regarding several blind men's encounter with an elephant, retold in "The Next Step for Positive Living," by Dr. Joseph

Bernard and me, best demonstrates the subjective reality of life:

The first blind man grabbed hold of the elephant's tail and most valiantly screamed, *"Watch out, man, this elephant creature is a snake!"*

The second blind man, probing the side of the elephant, felt the large, flat formidableness and said, quite knowledgeably and with authority, *"No, my friend, you might have a snake in your hand, but this elephant is like a wall."*

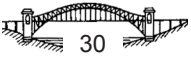
The third blind man scoffed at the other two because he knew the truth, and he yelled with anger at the stupidity of the others. From his perspective of holding onto the leg he said, *"The elephant is a tree with such a large trunk I can barely keep my arms around it. Wake up!"*

The fourth blind man merely smiled, because he had encountered an elephant before and had a higher perspective. He sat on top of the elephant. From experience, he knew this moving rock would take him home when two rupees were paid. He simply sat back and enjoyed the ride.

Each of these men had a selective perspective, and each clearly described a different truth. From an expanded perspective, all these descriptions were true.

Going back to our North South perspective, do you see how easily, in our desire to fully understand life from the Northern perspective, we might automatically disassociate from the Southern perspective? Do you see how the habits of one perspective might differ from the habits of another? Even if a person chose to spend 50% of their time in each direction, their reality still might be very different from that of people who spend 100% of their time in one direction. Would the person who spent 100% of their time in one direction be more expert in their perspective than the 50% or the 0% person? Of course.

I admit the simplicity of the example, but I hope you've begun to comprehend the challenge of communication and mutual understanding when we not only have people who look exclusively to the North or the South, but also people who look exclusively to the East or West, or Northwest, or SouthSouthEast? Then there are those who look in several different directions at several different times and don't gain expert status in



any direction. Oh my!

Do you see how we may be like those blind men in some areas of our lives? Through selective perception, our choices develop into an expertise and a way of being. This associated behavior develops blind spots with which we disassociate. Being focused on the subtle shades of a flower or the flushed skin of a child might cause you to miss some of the expanded perspectives of the stars. Being excited about the NY Broadway opening and the myriad of people walking by you to their seats might cause you to miss the subtle tone of voice from the person beside you. Selective perception demands that what you focus on automatically minimizes the importance of other things. The challenge is not to judge any particular behavior, but to notice the language people in your life offer you, hear their message, and respond in their language.

We all know there are areas which we know we don't know. Most of us admit that even to ourselves, especially if those areas seem unimportant. But how can we recognize those areas where we don't know what we don't know? And can we recognize the people who do know what we don't know and communicate with them?

You've seen the challenge of observation and communication when we are simply discussing directions on the globe. Now imagine the complications when we add equally viable choices to the mix.

Equally viable choices exist, such as:

specific/general

talkative/silent

leading/following

flexible/rigid

self/others

What other dualities might you add?

Each of these has a right and a wrong "feel" for you. The complexity is: perfectly acceptable people have exactly the opposite perspectives, and they are content with, and vehement about, the accuracy of their choices. Then

there are all the people in between you and this opposite, all of whom have an infinite variety of choices in both quality and quantity.

So you see how being aware of other perspectives, and then acting from that awareness, can be really valuable? That kind of awareness builds bridges of communication and real connection. With these communication bridges, we can discover ways of being with each other that are more harmonious, peaceful, loving, and even joyful.

There are definitive ways of detecting a person's perspectives, their patterns, their ways of being. And you can easily and objectively view these patterns. This ability will allow much greater rapport and give you the ability to move beyond communication to connection with your mate, your children, your coworkers, your employer, your employees.

Educational Diagnostic Research, Inc., in Rockville, Maryland, found that, in the classroom, there are four styles of learners: Visual, Auditory, Kinesthetic, and Haptic. Educators found that to truly reach each of these learners, they have to use four different styles of teaching. It is as if each learning group speaks a different language, and the effective transmission of the topic depends more on the ability of the teachers to shift their style of teaching more than on their knowledge of the content.

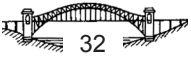
eyeTalk™ correctly identifies and supports communication with these four major learning/communication styles.

Visual learners deal primarily with pictures, so they are able to think and evaluate based on comparisons they are able to analyze.

Auditory learners respond to sound and are more spontaneous or emotionally oriented than visuals. Auditory learners simply respond to life.

Kinesthetic learners concern themselves with subtleties and sensitivity. The static Kinesthetic style is sensitive to touch; they experience ideas and words in their whole bodies. This kind of sensitivity leads to an awareness of very subtle influences.

The Haptic style may be a new name and a new concept for you. When observing the Kinesthetic style of learning, educational psychologists noticed two types of learners within the Kinesthetic subset: a static, sensitive style and a dynamic, active style. The active style they labeled



Haptic, which is Latin for “doing.” The Haptic learning/communication style thrives on stimulation, excitement and many perspectives.

The difference between Kinesthetic and Haptic styles is an important one. The true static Kinesthetic person, for the most part, finds other styles to be too loud and disrespectful. They prefer quiet, predictability, stability, and subtlety. While Kinesthetics are not the only sensitive people, they do take sensitivity to a new level.

The dynamic Kinesthetic, or Haptic, learner/communicator sees, feels, and senses things all at once. This triple-processing makes synthesis essential for Haptics. Freedom of movement is also important to Haptics – sitting still for extended periods can be torturous for them. They experience life as many of us would play a video game – constantly taking in data by sight, sound, and touch, and constantly on the move.

While Auditory people can certainly think, and Visuals can respond with emotion, patterns of preference may easily appear diametrically opposed. The patterns of Visual and Auditory learning/communication are opposite patterns. They are equally as different from the other styles. Kinesthetic and Haptic learning/communication styles are equally as different from each other, and tangibly different for Visual and Auditory learners. With such diametrically opposed styles, it’s amazing human beings have ever learned to communicate at all!

Most skillful communicators learned to communicate with years of practice. With focused use of the *eyeTalk™*, even a poor communicator can be transformed into a better communicator than those with years of practice – and in months, not years! And those great communicators can become great connectors with some extra conscious support.

In the next chapters, you will learn how to observe the four communication types and how to speak their language. You’ll also be able to learn about the four major dialects of each style that affect these patterns. The dialects correspond to left brain (logical and sequential) and right brain (creative and expansive). Dialects also correspond to internal (reflective) and external (expressive).

Are you ready to begin the first lesson of observation and begin building bridges of connection?



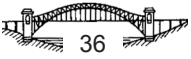
Visual Style communicating with Auditory Style



<http://www.ubgr8.com/blog/cu105>

First Steps





Connection begins with speaking in the style of the other person, whatever their native tongue offers in tone, posture, words, or frequency. We must also use others' "communication language." There are four major communication languages, and each of the four languages has four major dialects. Those dialects influence your observations either positively or negatively. Each style and each dialect has blessings and limitations associated with it.

A good way for me to describe the four language styles is through the different ways in which they might experience a river. Visual people look at the river and say: If I were swimming, I would avoid those rapids and that rock. I would lie on my back in that area of the river. I would stay away from that area where boats sometimes come. I wonder if I should wear my life preserver. I wonder if it is warm or cold. I could use that inner tube that I think is at home. I wonder what people will think if I go swimming? I think I will consider a boat! Do you see how they might forget to even jump into the river? The Auditory style responds immediately and jumps in for a swim. They get caught in the rapids and must respond, and do not take the time to consider thinking about if they are enjoying themselves or if there could be a better way. They are simply responding quickly to the rapids. Often their nose is at the water line, and they cope with the situations at hand. In many ways, they are one with the river. Especially when they spontaneously jump in. They are in relationship with the river.

The Kinesthetic person most likely chooses a gentle place in the river, sits down, and says, "Wow, there is water on my skin. The water on my left arm is warmer than on my right and much cooler on my legs." Kinesthetics notice all the subtleties of how their body feels in the water and don't even notice the rapids, as they are not choosing that part of the river experience. The warm water along the shore is more soothing, and the soft mud along the shore oozes pleasantly through their toes. Kinesthetics are the same people who notice the little details of the leaf, and with their intense focus, miss that the leaf is part of a tree in a forest.

Haptic people swimming in the river look at the river, are in the river, and are aware of the physical experience all at once, not dwelling on any one sensation or response. They often look for trees from which to swing into the river, and places to jump into the river. Haptics are not sure

which aspect of the river they are experiencing; they are experiencing them all at once.

Each of these styles has very distinct characteristics. Everyone naturally develops certain communication styles influenced by additional factors, such as culture, experience, education, family, internal or external focus, and right- or left-brain preference. If you look at each of these styles as a completely separate language, you might consider additional factors as creating a distinct dialect for the individual. Just as you can easily hear that people from the South have different pronunciations and tonal inflections from those of people from the North, *eyeTalk™* teaches you to easily hear people's different communication language and dialects.

Finally, after many years of communications books, Dr. John Gray wrote "Men are from Mars, Women are from Venus." Readers could easily understand from the book that men and women speak different languages, in style as well as content. Anyone who has ever been in a relationship can probably tell you that, but Dr. Gray brought the information into the public's awareness: men and women have different language styles. But gender language is just another piece of the puzzle. Descriptions for a person's language could take on as many names as we have flavors of ice cream. If men like vanilla ice cream and women like chocolate, what about people who like one scoop of each on the same cone? If a man likes chocolate, does that make him less a man? Of course not.

Each style and dialect of language exhibits masculine and feminine traits. Feminine preferences by a male do not diminish the male, and vice versa. Behaviors are behaviors. Preferences are also behaviors, not definitions. The more we stay away from defining and categorizing people with judgments, the better off we will be. Because he lumps all masculine styles into the male gender and all the feminine styles into the female gender, John Gray's wonderful book pales as a communication guide.

When communicating, it's important to observe behaviors of people to determine their language style and dialect, so you can speak their language. Is that truly possible with so many complex and subtle distinctions? Yes, but it's not a five-minute, magic cure. Remember that all babies learned to walk one step at a time.



One of the best tools we had in learning to walk as babies was observation. We observed that there was a different balance required on two feet than on all fours. We observed what other people were doing with their pace, length of step, tempo, and frequency. We looked at the size of people's feet and the coverings on them.

After observing all the parameters, all the varieties, we developed a plan and got ready to try this new walking thing. We got our muscles coordinated with our mind and took a step. For many of us, the initial result was a little less than we hoped, so we fell down, giggled, and refined our plan.

Once the plan was refined, we went through the cycle again, and maybe again. Eventually we began to walk. Can you imagine the result, had we stopped this process at any time? We might still be on all fours!

Speaking another person's language is equally as complex a task as walking. There are different paces, sizes, lengths of step, tempos, and frequencies to consider. But instead of feet, we are using words. Instead of coverings called shoes, people use languages. When we want to truly connect with people in our communication, we follow the same steps: plan, act, and review.

John Grinder and Richard Bandler, while at the University of California in Santa Cruz, developed a communication model called Neuro-Linguistic Programming (NLP). They described this three-step system of plan, act, and review as Match, Pace and Lead.

Do you remember jumping rope as a child? Two people twirled the rope; we moved our hands and body, got in the rhythm of the spin, and then jumped in. We jumped up and down and were a part of the two people twirling. All three of us were in sync, everybody having fun by working together – no one person directing the activity. Using NLP in building communication rapport with others is like jumping rope in the schoolyard.

Unfortunately, many people hear Lead and feel it is the only important role. Leading becomes the only desired result, and Match and Pace are only a means to attain the result of Leading. These "leaders" miss the point entirely. They watch communication styles, get into a rhythm

and, instead of just jumping in and having fun jumping, they try to control the rope as well. Rather than being in true relationship with their communication partners, they chose to use Matching and Pacing to try to take over and manipulate the conversation.

People have used the Match, Pace, and Lead process in selling for years. In fact, Match, Pace, Lead has done more to tarnish the “salesman” image than anything else. Grinder and Bandler described this process eloquently: Getting into rhythm with someone works both ways, so once I am in rhythm with you, we are in rhythm together. Being in rhythm, the person who wants to sell a car and earn a commission begins asking you questions.

- *Were you born?*

Yes.

- *Do you breathe air?*

Yes.

- *Did you wake up this morning?*

Yes.

- *Are we talking now?*

Yes.

- *Would you like to buy this used car with a price tag 10 times over the car's value?*

Being in rhythm, and having developed rapport, you would tend to automatically say Yes.

We used an extended, distorted example above, but the principle is sound. People appreciate being in rapport, and they like connecting with other people. Regrettably, a master communicator could easily turn into a master manipulator.

Fortunately for us as consumers, most professional salespeople long ago realized that manipulation may make one sale, but repeat business depends on moving beyond manipulation – to communication



and ultimately to connection. Although the concept is sound, practical application often distorts the purpose with disastrous consequences.

Do you see how, if anyone dismisses the well-being of others as unimportant, or forgets that the well-being of others is vital to our individual and collective success, we all become tangled? I hope so.

Joseph Bernard, PhD, a dear friend and co-author of, “The Next Step for Positive Living,” expanded the concept of Match, Pace and Lead for me. One afternoon he invited me to participate in a Tai Chi exercise known as Push Hands. Joe must have been a Buddhist priest along the lines of David Caradine’s character in the “Kung Fu” television series in some previous life, because his Tai Chi is excellent. He began asking me to mirror his movements in Tai Chi fashion, as if I were his looking glass. Not knowing Tai Chi, I felt clumsy at first, but soon I was moving as eloquently as he was. We continued for a while, and soon something quite interesting happened. With our new coordination, the boundaries between leader and follower dissolved. Soon the leader was as much of a follower, and neither of us could tell who began a movement and who followed. There was no leader; there was no follower. There were simply rapport, synchronicity, connection and even oneness.

Communication exists everywhere, even in one’s own body. I remember a wonderful Peanuts cartoon where Charlie Brown was out jogging. He spoke to Snoopy, “I love running outside. The peace and quiet is great.” Snoopy thinks back, “Peace and quiet, heck! My liver, my legs, everything in my body is yelling at me.” This awareness of the mind-body connection noted by Snoopy was absent in my own life when I trained for my first marathon.

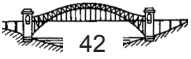
During the rigors of learning how to run 26.2 miles, I was fortunate to have the services of a neighbor and friend who was a massage therapist. Sometimes I would pull a muscle and seek therapy from my friend. Familiar with the pulses in the body, she quickly located the pulse associated with my pulled muscle. Strangely, she found that the muscle pull had two different pulses associated with it. When she held both ends of the muscle fiber/meridian line, the pulse would go bang-bang, as if there were two pulses – and they were certainly out of synchronization. After a time, my pulses harmonized and fired off at the same time. I don’t know

whether the muscle damage caused the pulses to beat at different times, or if the pulses beating differently caused the muscle damage. I do know that I couldn't even walk before the session, and the next day I could run even faster because my muscle and pulse were in sync. This sequence of getting my pulse in sync happened with several different muscle groups in my legs, each time with the same miraculous results. In this instance, with the communication within my body, synchronicity allowed for greater performance of the whole. The same is true for all relationships among the parts of a whole; whether it be in one's body, one's company, one's city or one's home, working together produces miraculous results.

As we can see from the above examples, Match, Pace and Lead might cause some problems if someone uses those skills to manipulate themselves or others, using these skills with only the outcome of leading in mind and forgetting that matching and pacing are continual activities rather than simply a means to an end. If someone forgets that oneness in our bodies, in our homes, in our cities and our companies is incredibly important, then our effectiveness diminishes immensely. For all these reasons, we might consider a name change for Match, Pace and Lead.

I feel Grace, Pace and Race might be better names for the three steps of synchronicity and connection, whether it be for improving my running, doing Push Hands with Joe, or connecting with another person in communication. Paying attention to what your body is saying, observing a friend very closely, and truly hearing another's language are offerings of Grace, for yourself and for those around you. Then, matching pulses, matching movements, and matching styles allow a Pace toward flow and connection. This Pace creates the beginning of connection, which reaps the ultimate reward of effectiveness – muscles working together, friends becoming closer, and communications creating harmony rather than discord and separation. Then we can truly join the Race - not only a marathon race, but the human race.

In the science fiction classic, "Stranger in a Strange Land" by Robert Heinlein, there was a concept of "Groc," which was an intense understanding that went beyond any cognitive understanding. "Groc" was a universal thought and emotion, a physical and spiritual communion with a person or concept, tangible or intangible, finite or infinite. "Groc" was a



knowingness that went beyond even substantive proof. Do you Groc? Do you Groc how Grace, Pace and Race would allow people to Groc themselves and each other? Can you Groc the value of that?

The process of Grace, Pace and Race – observing another and matching in NLP – is also known as mirroring. This essentially is being the mirror of another person's actions as if you were in their shoes.

I was first certified in NLP almost 20 years ago and am at the Master Practitioner level. One of the first exercises we learned in mirroring was to exactly duplicate a person's walking pattern. We followed each other, walking the way the other person walked. We used roughly the same pace, stride, and posture, including arm swing and head tilt, as our partner, and even asked and tried to replicate the types of thoughts going on in their mind. At first, I didn't perceive the differences in my own body, but after a brief time, I noticed that my emotions were shifting. In a way, I didn't feel like myself while I was mirroring this person. It was as though I was becoming them. At first it scared me, but when I went back to my own walking style, I went back to feeling like myself.

I soon realized the power of this mirroring, and began to play with it. Fascinated by the variety of feelings and emotions evoked by mirroring another person's posture and gait, I expanded this mirroring concept by using body sculpting – having people refine the mirror with their observations to mold my mirror image to match the other person more completely. Their feedback helped me become a more accurate mirror. The effect of learning about others in this way, and then contrasting that with my own self-awareness, was magnificent. Not only could I learn about myself and others by emulating them, I could also gain tremendous insight into what they knew and their time-tested understandings. Their experience, their knowledge from either University degrees or the school of hard knocks, reflects in every aspect of their being. Certainly, their posture and habits give me insight and greater understanding of what is in their minds. After all, their mind affects their body and vice versa. Mirroring them, their speech patterns, their posture, and walking in their shoes gives immense clues to who they are and their view of the world. Rather than try to understand another person or even what that person understood about the world with words and descriptions going through the mental filter,

anyone can go directly to the source and mirror to Groc another person.

Psychiatrist Milton Erickson, MD, was renowned for his ability to speak to the subconscious of another person. His trance induction using his form of body-centered hypnotherapy was so successful for clients, other therapists eventually named the techniques “Ericksonian Hypnosis.”

One young man in our NLP class wanted to mirror Dr. Erickson so he could better understand Milton’s techniques. So he matched Milton’s verbal patterns with tone, inflection, volume, timbre and cant. He used the same words in hypnotherapy sessions with his clients. He wanted to become Milton Erickson, at least until he could learn about Milton’s style. Milton was a product of the 1950s and wore polyester shirts, bowties, double-breasted suits, and wing-tip shoes. At the time of the observations, Milton was also suffering from multiple sclerosis. The Milton emulator got a wheelchair and matched the psychologist completely.

The student’s hypnotherapy sessions with his own clients became more effective, and his skills became fine honed, but, ultimately, the healthy emulator began developing symptoms of multiple sclerosis. He had been imitating Milton too long!

Actually, marriage counselors have noticed this phenomenon for years. Spouses eventually begin to look like each other and act like each other, and then they wonder why they feel like they have lost themselves. Psychology has even named this loss of self “codependency,” and whether the oneness is healthy or unhealthy depends on the circumstances. Is the oneness created as a way to gain approval, because of a lack of self-esteem, or as a method of knowing another person?

In a relationship, rapport tends to build quite naturally. Over time, when sleeping side by side, the couple’s breathing begins to match. When sleeping next to its mother, a baby again matches the mom’s heartbeat. Do heartbeats and breathing match with all close relationships? No, it depends on the depth of closeness. Does your heartbeat match the heartbeat of your mate? True richness in relationship comes from that kind of closeness.

When the challenges of losing oneself with mirroring outweigh the benefits, some other skills can diminish this potential loss of self. Selective Mirroring – mirroring only one part of a person, say the voice, or the words,



or the gestures or the body posture without any voice duplication – allows for less rapport and more sense of self. Complete disregard for the mirroring of others often happens with children. They reject everything that their parents emulate in order to create individualization. This certainly breaks rapport, but does allow for some sense of self, without influence from any role model in the family. Mirroring of peers creates individualization of new generations.

I once heard a great story of a grandfather seeking to build rapport with his New Age grandson, who was in the midst of the rapport breaking of his individualization process. The grandfather asked an innovative hair stylist to give him a hair style that would shock his grandson, so she gave him a Mohawk. I never heard the end of the story, but the incident suggests that rapport building and rapport breaking can be valuable tools for both parties in a communication. Selective Mirroring is an important tool for building bridges of connection while retaining some sense of self.

Another method of selectively mirroring another person to retain some sense of yourself, is Cross Mirroring – duplicating the image of the person but opposite. For some reason, the mind/body receives the feelings from another person less when the image is opposite of the mirror image. Even mirroring the other person when side by side or mirroring a person from behind them has less of a direct transmission of feelings experienced when mirroring across from another person. Cross mirroring develops less rapport. This kind of perspective allows for individual understanding of a given posture or gesture, and is less effective in getting to feel the other person, but supports less loss of self.

It is important to notice not only the behaviors of certain patterns, but to find ways of responding to them creatively. The game of monkey-see monkey do that children play, though important in growth and development, can create problems for parents when certain behavior patterns begin to emerge. When children act out patterns that parents disapprove of, the parents need to consider where the children learned these patterns. Certainly, they learned some refinements of their patterns from other children, but where did they first learn the patterns?

Let us look at two different patterns and hear how they might start, and then hear how to shift them in a healthy manner. These examples are

not about judgment of good or bad children or parents, they are simply about the patterns that arise and how to disconnect from those patterns. These patterns are neither good nor bad in themselves. What is good or bad is how they affect us and what we do about changing patterns in ourselves and others.

In physics, “a body at rest tends to stay at rest, and a body in motion tends to stay in motion.” The same is true for children. Let’s start with a mother who works 16-hour days to keep Heaven and earth together. She finally sits down to take a breath, and her two-year-old child begins coloring on their freshly painted wall. She yells, “NO,” the child puts the crayon down, and the world loses another artist. When children frequently hear “no,” they may mirror it back to parents, teachers, siblings. Hearing “no” often may dull or nullify response time when “NO!” is crucial for survival. Redirecting the child’s artistic efforts by taking his or her hand and directing it onto paper, saying, “This is paper, we draw on paper,” allows the child to keep on drawing and perhaps beautifies all of our lives with artistry.

Our second example is the use of drugs. Even though parents may not use the child’s drug of choice, their use of alcohol as common practice certainly sets a pattern for acceptability of using drugs. An adult’s use of any mood altering drugs (legal, prescribed, or illegal) in front of children tells the children that escapism is acceptable, familiar, and practical. If we want our children to be drug free, we, too, must avoid drugs and set a different example for our children.

Now is the time to begin to see in ourselves and our society a life that is a continual quest of learning productive behaviors from each other by mirroring those behaviors. Then, we have to separate ourselves from those rapport-building patterns to find out who we are as individuals. You must follow rapport building with pattern interruption, or the learned behavior becomes dependent and unhealthy, like the student who began to exhibit multiple sclerosis symptoms. Loss of identity from prolonged mirroring is particularly apparent in parent-children relationships, but it surfaces in relationships of all kinds. The closer you connect with another, the more opportunity you encounter for loss of self. Conversely, the more independent and individual you are, the less connection and rapport with



others is possible.

Developing rapport – observing others and mirroring them using the concept of Grace Pace and Race with each style - is different. Each major style in eyeTalk™ demands certain basic shifts in behavior. The following hints for communicating with each style are provided to keep each style focused on the basics lessons they must learn to truly communicate with other styles.

If you are Visual, you are most comfortable with facts, pictures, thoughts, and rigidity, standing on both feet and being symmetrical. You may yearn for more Auditory skills consciously, and the others unconsciously. For Visual people to communicate effectively:

- With an Auditory, stand with your weight on one foot, breathe and move, and nod your head up and down when speaking. Add music to your voice. Work on being emotional and spontaneous.
- With Kinesthetic style people, be quiet, soft, and gentle. Wait to be spoken to. Use touch if appropriate. Show honor and respect.
- With a Haptic style person, mix and match your native Visual habits with the Auditory and Kinesthetic behaviors above, never using any one of the styles for very long. If you are Auditory, you are orientated toward emotions, sounds, and relationships. You prefer standing with your weight on one foot, moving back and forth, being asymmetrical. You speak with music in your voice. You may yearn for more Visual skills consciously, and the others unconsciously. For Auditory style people to communicate effectively:
- With Visual style people, communicate with pictures, facts, and thoughts. Stand on both feet equally, symmetrical, with your head still. Use a more monotone voice.
- With Kinesthetic style people, be quiet, soft, and gentle. Wait to be spoken to. Use touch if appropriate or when requested silently or actually. Show honor and respect.
- With Haptic style people, mix and match your native Auditory habits with the Visual and Kinesthetic behaviors above, never using any one of the styles for very long.

If you embrace the Kinesthetic style, you value sensitivity and touch, and believe in honoring and respecting everyone. Kinesthetics often view their sensitivity as a curse, but it can be a tremendous asset. Sometimes the Kinesthetic style person withdraws from touch, since it requires them to be sensitive in an insensitive world. They withdraw from the world and others and deprive yourself of the very gift you prize the most. Utilized intentionally, your sensitivity may aid you in recognizing your communication partner's needs and preferences. In general:

- With a Visual style person, communicate with pictures, facts, and thoughts. Stand on both feet equally, symmetrical, with your head still. Use a more monotone voice.
- With an Auditory style person, stand with your weight on one foot, breathe and move, and nod your head up and down when speaking. Add music to your voice. Work on being emotional and spontaneous.
- With a Haptic style person, mix and match your native Kinesthetic habits with the Auditory and Visual behaviors above, never using any one of the styles for very long. If you are Haptic style, you need movement, stimulation, and perspective. You may inherently wish for more Kinesthetic connection, which stimulates synthesis. Consciously and unconsciously, you wish to incorporate all styles: Kinesthetic, Visual, and Auditory.
- With a Visual style person, communicate with pictures, facts, and thoughts. Stand on both feet equally, symmetrical, with your head still. Use a more monotone voice.
- With an Auditory style person, stand with your weight on one foot, breathe and move, and nod your head up and down when speaking. Add music to your voice. Work on being emotional and spontaneous.
- With a Kinesthetic style person, be quiet, soft, and gentle. Wait to be spoken to. Use touch if appropriate. Show honor and respect. The above hints in communicating with others are only the beginning to bridge the gaps that exist too frequently between all of us. We must understand each of the types much more fully. This will become



clear in the following chapters.

Before understanding the individual communication styles, it is important to understand the anguish that exists between all processing styles. For me, the following metaphor communicates the problem very well. While the metaphor uses a boy and his mother, it is not really about male and female differences. Please look past any gender implications to the underlying distress that exists between all different processing styles. Do we all wish we could bridge between genders, between cultures, between generations, our coworkers, friends, family and other people that cross our paths?

A little boy asked his mother, “Why are you crying?”

“Because I’m a woman,” she told him.

“I don’t understand,” he said.

His mum just hugged him and said, “And you never will.”

Later the little boy asked his father, “Why does mother seem to cry for no reason?”

“All women cry for no reason,” was all his dad could say.

The little boy grew up and became a man, still wondering why women cry.

Finally, he put in a call to God; and when God got on the phone, he asked, “God, why do women cry so easily?”

God said: “When I made the woman she had to be special. I made her shoulders strong enough to carry the weight of the world; yet, gentle enough to give comfort.”

“I gave her an inner strength to endure childbirth, and the rejection that many times comes from her children.”

“I gave her a hardness that allows her to keep going when everyone else gives up, and take care of her family through sickness and fatigue without complaining.”

“I gave her the sensitivity to love her children under any and all

circumstances, even when her child has hurt her very badly.”

“I gave her strength to carry her husband through his faults and fashioned her from his rib to protect his heart.”

“I gave her wisdom to know that a good husband never hurts his wife, but sometimes tests her strengths and her resolve to stand beside him unfalteringly.”

“And finally, I gave her a tear to shed. This is hers exclusively to use whenever it is needed.”

“You see: The beauty of a woman is not in the clothes she wears, the figure that she carries, or the way she combs her hair.”

“The beauty of a woman must be seen in her eyes, because that is the doorway to her heart - the place where love resides.”

Rather than being male or female, could it be that we simply miss any possibility of understanding each other by simply having different styles? Unfortunately, yes.

Might it be valuable for everyone to embrace their own style, understanding each other's style always, and applying the style of the other sometimes? Certainly.

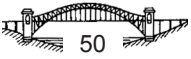
Would it be valuable for every language style to feel and respond from their heart? It is the only way.

May we have equal burdens and equal support for each other regardless of our differences? We do whether we acknowledge it or not.

May we have times of strength and times of sensitivity with each other and each skill at the proper time? I pray so. Acceptance of each other without any dualistic judgment is peace and harmony, and at the very heart of all of us. I know this is true.

May we all learn to appreciate and honor our differences, and build more bridges of connection, than walls of protection? This book is a beginning foundation of that bridge.

May we do all of the above now? Please.



Building bridges from communication to connection, and traveling back and forth over those bridges, provides a life filled with harmony, love, joy, learning and excitement. Losing yourself and then finding a new, greater YOU on the other side of the bridge is miraculous.



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