

Patterns of Pentimento



Summary

Visual



1. Points of Focus
2. Transitions Between Points of Focus
3. Peripheral Sight

Auditory



4. Voice Patterns: Credibility and Approachability
5. Voice Speed and Volume
6. ABOVE (Pause) Whisper

Kinesthetic



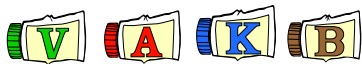
7. Physical Presence
8. Decontamination
9. Frozen Hand Gesture
10. Gesturing: Four Quadrants
11. Gesturing: Assigning Attributes
12. Gestures of Relationship
13. High Expectations
14. Kinesthetic Equivalents of Credibility and Approachability

Breathing



15. BLIP (Breathing Level Indicates Permission)
16. Indicators of Breathing
17. Influencing Another's Breathing
18. Pause, Breathe and Join
19. Break and Breathe

Special Pentimento Patterns



20. Voice Patterns and Breathing
21. Pause and Look Intelligent

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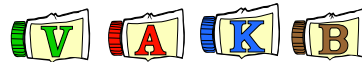
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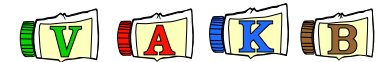
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

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How Not To Get Shot Summary

1. Go **Visual**
This allows you to use a third point which is especially useful when dealing with volatile information.
2. Get **the Information** Off to the Side
3. Remember that the Listener Follows the Speaker's Eyes
Look where you want your listeners to look.
4. Use Third Person
For example, use pronouns he/she/it; the report..., the situation....
Avoid I, me, mine, you, your.
5. Separate the **Problem** from the **Solution**
6. Use Voice Patterns Systematically
When looking at a third point, use a credible voice (flat voice pattern with final intonation curling down ).
When looking at a person, use an approachable voice (rhythmic voice pattern with final intonation curling up ).
7. Use Specific Descriptions; Avoid Interpretations
8. Position Your Body at 90°
This naturally leads to three-point communication. In some situations, side-by-side works as well or better than 90°.





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



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