

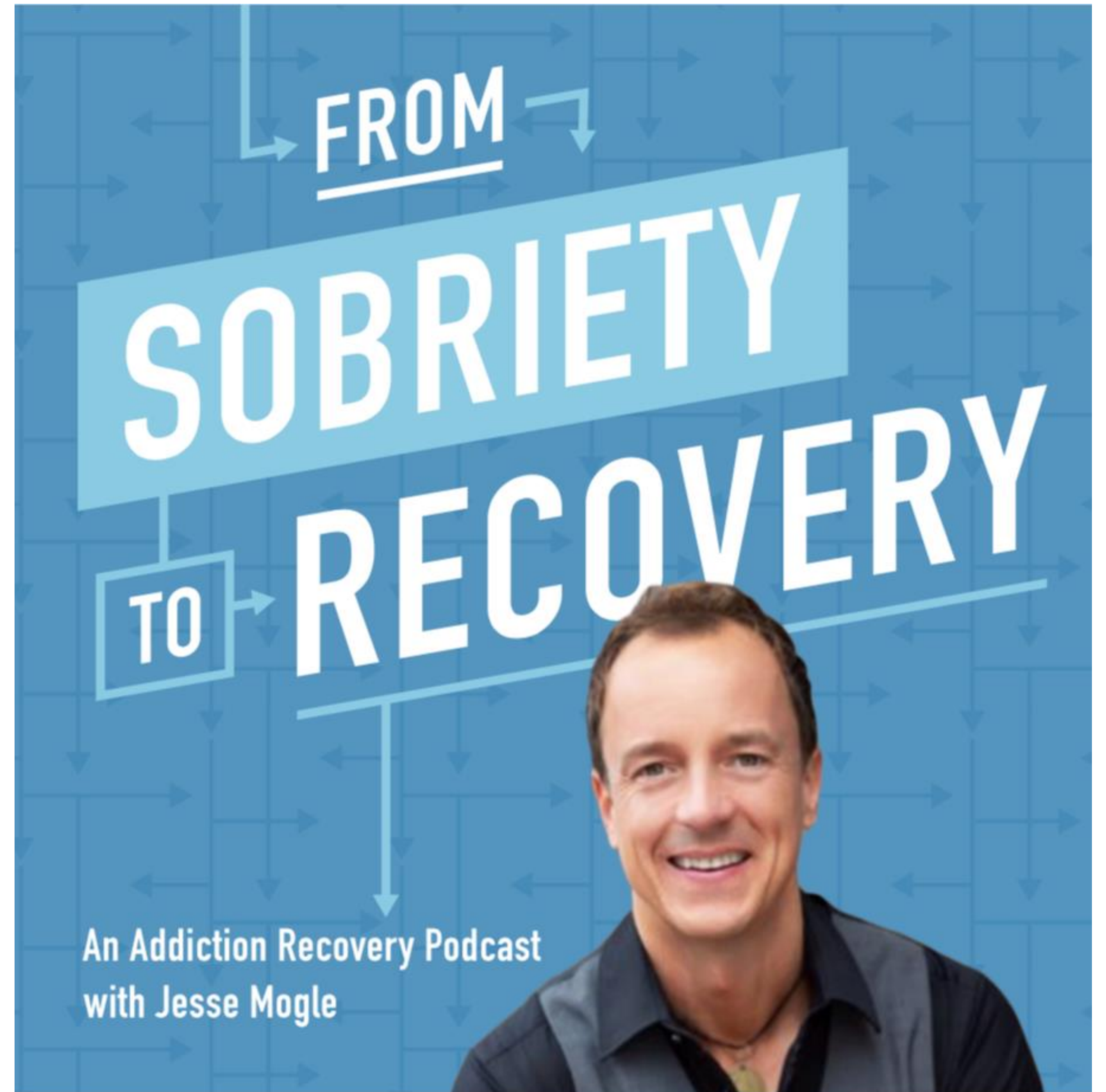
# Unconscious Communication:

## From Conflict to Connection

Jesse Mogle: Mindset and Performance Coach

# Jesse Mogle

**Speaker**  
**Trainer**  
**Coach**  
**Author**  
**Podcaster**



Why me?

# Fullest Potential vs Failed Potential

Take control of my mindset

Focus My Performance

There is NO Failure, Only Feedback

Success Correlates to  
Emotional Intelligence



How do you handle life's  
daily challenges?

# Desired Outcome:

Learn to establish rapport and connect with every kind of person, in any kind of situation.

*ge he understands, that goes to his head. If you talk to him in his language, that goes*

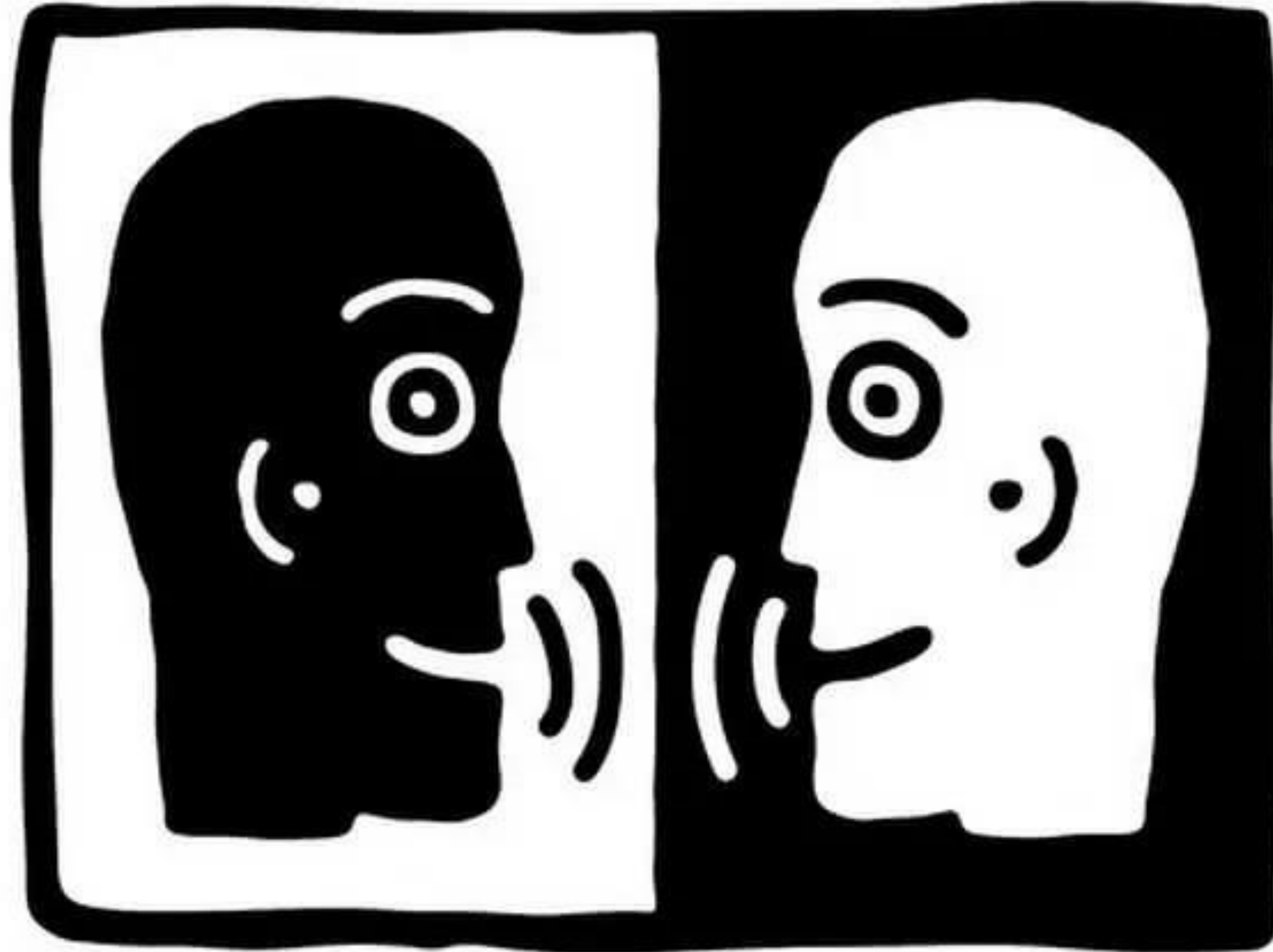
# Unconscious Communication: From Conflict to Connection

# What is Communication?





# The Alike's like Principle



Rapport is a process of responsive communication

**When people are LIKE each other, they LIKE each other!**

Rapport is established by  
**matching & mirroring**

The major elements of rapport:



Physiology

Tonality

Words

# Physiology

- Posture
- Gestures
- Facial Expressions
- Blinking
- Breathing
- Personal Space

# Tonality

- Tone (pitch)
- Tempo (speed)
- Timbre (quality)
- Volume (loudness)

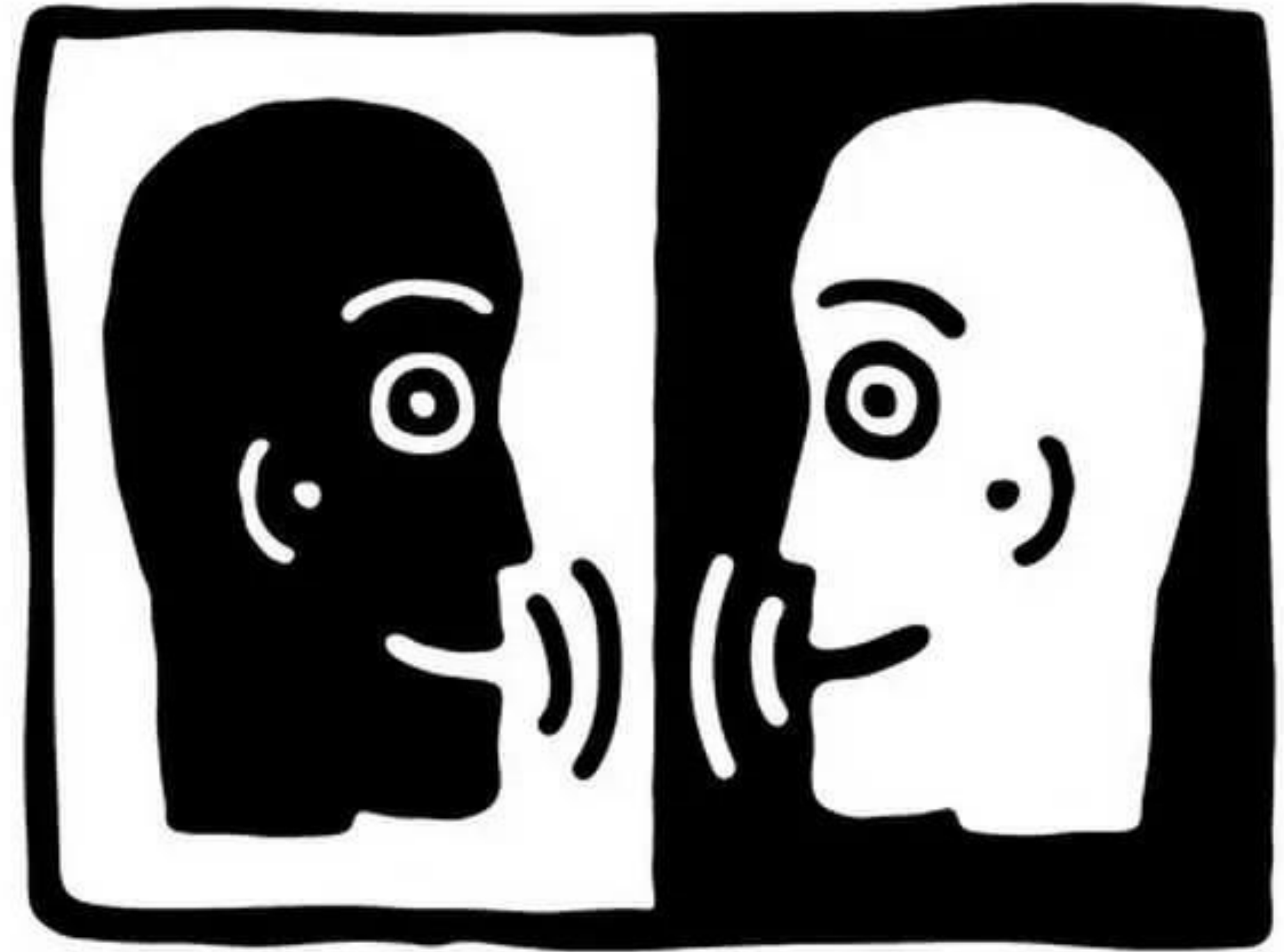
# Words

- Predicates
- Key/Hot Button Words
- Filler Words
- Catch Phrases
- Content Chunks
- Common Experiences

# The Alike's Like Principle

## Rapport

- **Physiology: 55%**
  - unconscious
- **Tonality: 38%**
  - conscious
  - unconscious
- **Words: 7%**
  - conscious



**Alike people like each other**



# Charisma Pattern Principle

How do people experience their world?

# Representational Systems



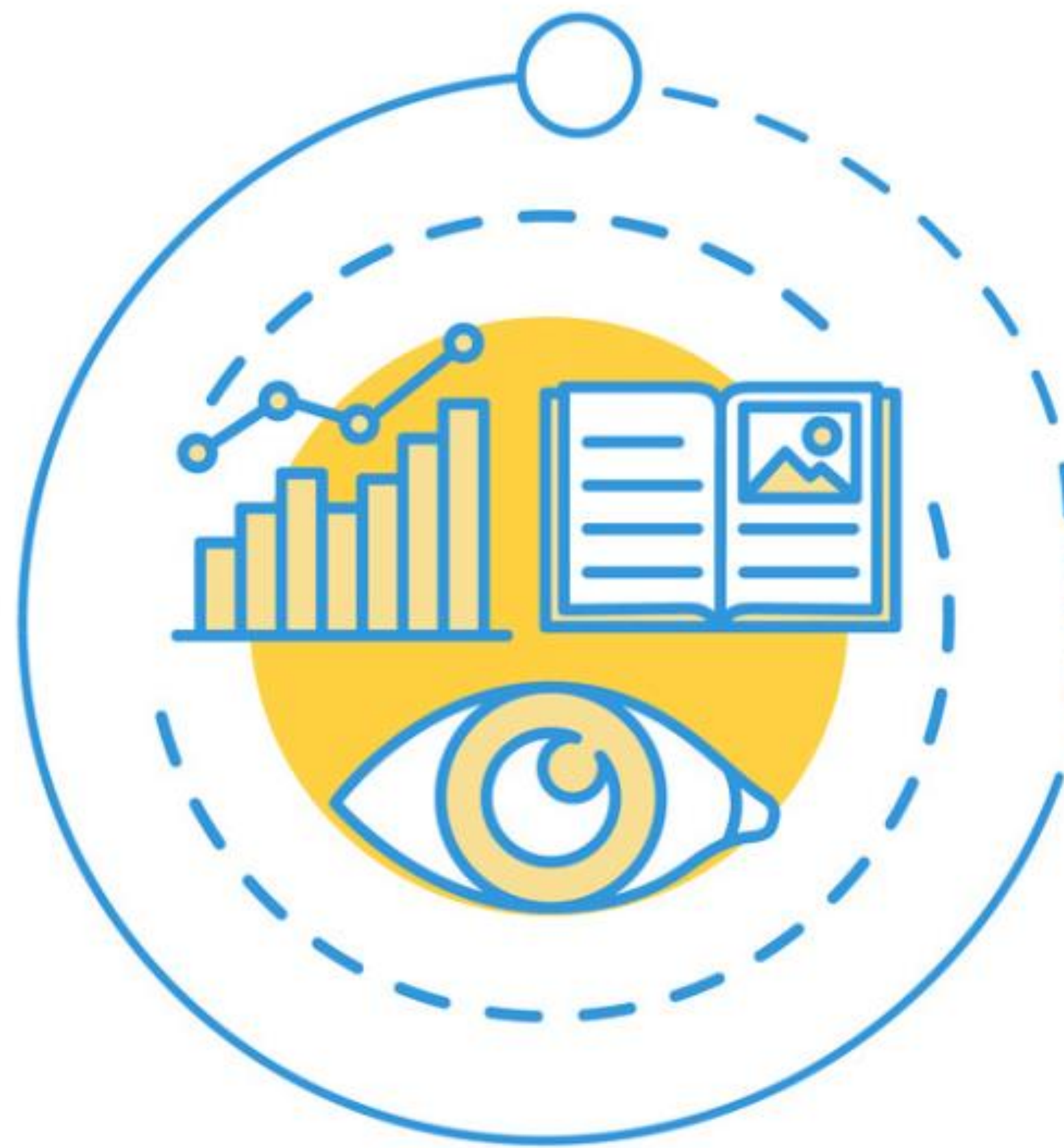
Visual

Auditory

Kinesthetic

Auditory Digital





## Visual Perception

Breathes High  
Talks Fast  
Visual Words



## Auditory Perception

Breathes Middle  
Talks Medium  
Auditory Words



## Kinaesthetic Perception

Breathes Low  
Talks Slow  
Feeling Words



# Visual

- Eyes up
- Sees the big picture
- Talks descriptively
- Learns by seeing/watching
- Predicates: Visual

# Auditory

- Eyes move sideways
- Sound sensitive
- Talks with tonality/fluctuation
- Learns by hearing/explanation
- Predicates: Auditory

# Kinesthetic

- Eyes down
- Feels things deeply
- Talks with pauses
- Learns by touching/doing
- Predicates: Kinesthetic

# Auditory Digital

- Eyes down
- Analytical brain organizes quickly
- Talks w/ jargon and professional slang
- Learns by thinking/understanding
- Predicates: Technical/dispassionate



# Representational Systems

- **Visual**
  - 35%
- **Auditory**
  - 35%
- **Kinesthetic**
  - 15%
- **Auditory Digital**
  - 15%

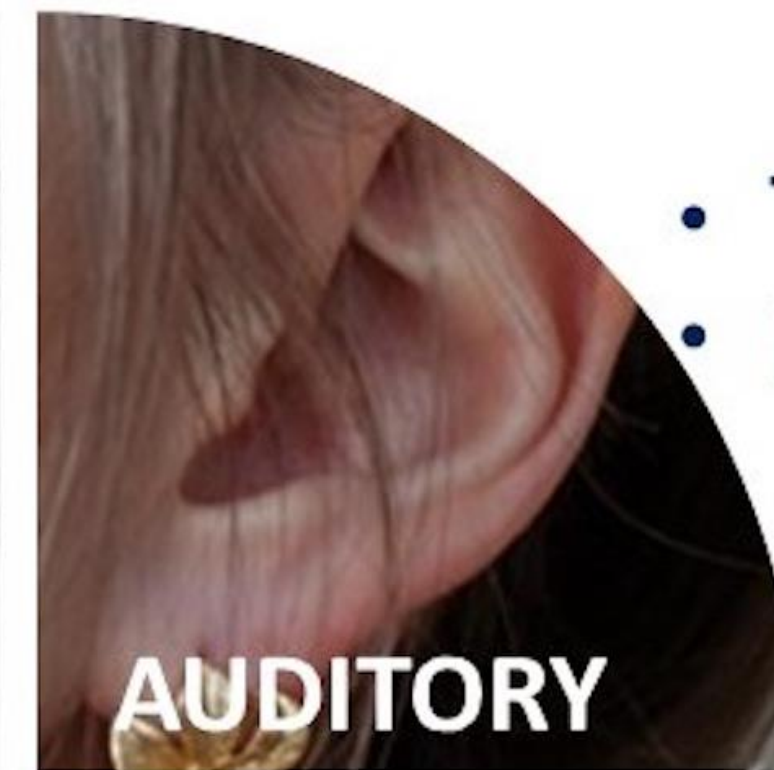
What is your preferred representation system ?

- See you soon
- It is hazy/ unclear



VISUAL

- Talk to you soon
- Does it ring a bell?



AUDITORY

- Self talk
- Do I like this?



AUDITORY  
DIGITAL

- Keep in touch
- Grasp the problem



KINESTHETIC

Use words from the same rep system and build an instant connection

# The Predicate Principle

What are Predicates?



V

A

K

Ad

See

Tell

Touch

Understand

Look

Listen

Grasp

Consider

Show

Sound

Tap into

Process

Clear

Discuss

Catch on

Explain

Appear

Resonate

Hard/Soft

Decide

Foggy

Question

Throw out

Think

Picture

Describe

Hold on

Learn

Imagine

Ask

Solid

(ya) Know

What do you do with all this?

Where can you apply this?

When will you use this?

It's all about  
(Subjective) Perspective







“It’s not sobriety that sucks,  
that’s just life sometimes.”

# Growth Mindset vs Fixed Mindset

# Application Builds Automation

# Motivational Interviewing



O.A.R.S.

# Motivational Interviewing

- Open-ended Questions
- Affirmations
- Reflective Listening
- Summaries

# Open-Ended Questions

# VISUAL

- “Picture this problem from a different perspective, what do you see?”
- “When you imagine your life free from addiction what does that look like?”
- “Paint me a picture of what you'd like your life to look like in five years, what appears?”
- “What is your vision for a happy and healthy life in recovery?”

# AUDITORY

- “Let’s discuss what you heard in that moment?”
- “What sounds do you recall from that situation?”
- “What does your addiction voice tell you when you're feeling tempted?”
- “What words of encouragement or motivation would help you stay on track with your recovery?”

# Kinesthetic

- "Explain how that experience felt for you?"
- "How would you physically describe the tension you're feeling right now?"
- "How does your body feel when you're dealing with cravings or triggers/cues/activations?"
- "What sensations do you experience when you're feeling stressed or anxious about your recovery?"
- "Describe how it feels to take positive steps towards your recovery?"

# Auditory Digital

- "What **criteria** would you use to **determine** if your recovery is **progressing** as you would like?"
- "How do you **compare** and **contrast** your current situation with past experiences in recovery?"
- "What is the **sequence** of **steps** that you would take to **reach** your recovery goals?"

# Affirmations



# VISUAL

- “I **see** that you're making progress in your **communication** goals.”
- “I’m **noticing** your commitment to sobriety is **getting stronger**.”
- “I **recognize** the attention and **effort** you've put into your recovery journey by creating structure in your life.”
- “Your **vision** for your sobriety and recovery is really **taking shape**.”

# AUDITORY

- “I **hear** your commitment to making positive changes in your life.”
- “Your resilience and strength in overcoming addiction is really beginning to come through in your **voice**.”
- “Your honesty and willingness to share your experiences with me has really grown since we first started **talking**.”

# Kinesthetic

- "I **feel** proud of your **progress** and accomplishments in your recovery."
- "I **grasp** the difficulties you're facing and I'm here to **support** you."
- "I **acknowledge** the courage it takes to face addiction **head-on** and work towards sobriety and recovery."
- "The **shifts** in you, and the hope you're **embracing**, has **blossomed** you."

# Auditory Digital

- "You have a deep understanding of the challenges that are distinct to recovery."
- "Your commitment to self-reflection and growth is motivating you to make healthier decisions."
- "You have the knowledge and skills to navigate the ups and downs of recovery and consider all possibilities."
- "Your understanding of what's happening shows you've decided to be more self-aware."

# Reflections

# VISUAL

- “I’m **seeing** more confidence and self-assuredness since you began your recovery.”
- “It **appears** you're taking responsibility for your actions.”
- “You are **focusing** on making positive changes”
- "It **looks** like you're **learning** to **identify** and **manage** your triggers more effectively.”

# AUDITORY

- “I **hear** that you're **feeling** motivated and committed to your recovery.”
- "It **sounds** like you're working **hard** to build a **strong support** system for yourself.
- “I **hear** you **saying** that you have some doubts about your ability to make this change.”
- “Your **questions** about the challenges you'll face in recovery are helping me better **tune-in** to your **point-of-view**.”

# Kinesthetic

- “I notice that you're starting to **feel** more **grounded** and **centered** in your body during moments of stress.”
- “I **sense** that you're gaining a deeper **understanding** of how your past experiences have **impacted** your body and mind.”
- “I **feel** that you're **tapping** into a deeper level of self-**awareness** and using that to guide your recovery journey.”
- “I **see** that you're **integrating** physical **movement** and mindfulness practices into your recovery routine, and that's helping you **feel** more **connected** to your body and mind.”



# Auditory Digital

- “I understand you've been gathering a lot of information about addiction and recovery, and using that knowledge to inform your decisions.”
- “You have a talent for analyzing your thoughts and feelings objectively, and that's helping you make progress in your recovery.”
- “You have a keen ability to reflect on your experiences and draw insights from them, and that's helping you learn and grow in your recovery.”

# Summaries

# VISUAL

- “In summary, we’re **seeing** great progress in your recovery by **building** a **strong support** system, practicing healthy coping skills, and setting achievable goals.
- “It **looks** like you're taking an **optimistic** and **proactive** approach to your recovery, **focusing** on the possibilities and opportunities **ahead**.”
- “Overall, you've **shown** great resilience and courage in overcoming addiction, and you're continuing to **learn** and **grow** on your recovery journey.
- "In a nutshell, you've taken responsibility for your actions, **recognized** the impact of addiction on your life, and made a commitment to **seeing** these positive changes through."

# AUDITORY

- “From what I’m **hearing**, you're committed to making positive changes in your life and staying **focused** on your recovery goals.
- “In short, you're using your inner **voice** and self-talk to **encourage** and **motivate** yourself in your recovery.”
- “To sum up, you're **learning** to **listen** to your **intuition** and inner-wisdom in making **decisions** and taking action in your recovery.”
- “Overall, you’re no longer **muting** yourself, you’re opening up your **voice**, and **feeling heard** in this relationship.”

# Kinesthetic

- “It **feels** like you're **moving** towards greater balance and harmony in your life, and using that energy to make **progress** in your recovery.”
- “From what I **sense**, you're working through past traumas and **emotions** in a healthy and constructive way, and that's helping you make **progress**.”
- “In a nutshell, you're **recognizing** the physical symptoms and **sensations** that accompany your **emotions**, and using that **insight** to manage your triggers and **cravings**.”



# Auditory Digital

- "To summarize, you're taking a systematic and analytical approach to your recovery, using data and information to inform your decisions and strategies."
- "From what I understand, you're using logic and reason to navigate the challenges of recovery, while balancing that with emotional awareness and self-compassion."
- "In short, you're taking a thoughtful and intentional approach to your recovery, recognizing the importance of planning and preparation in achieving success."

Fishing for their Connection!

# Let's bring them together!

- “To be **clear**, what I am **hearing**, is that you are **feeling**, it is time to **decide** what to do now.
- “When you **think** you don't **see** them caring about your **feelings** - what do you **say** to yourself?”
- “You're **feelings** are there to **inform** you when you aren't **speaking** your truth and **seeing** your best self shine.”
- “When you **speak** your boundaries out **loud**, you **process** your internal **desires** so they can **clearly see** how to be there for you.”





# From Sobriety to Recovery





# Maximum Impact



# TO-DO LIST:

1.

BE

2.

BETTER

3.







**Focus**

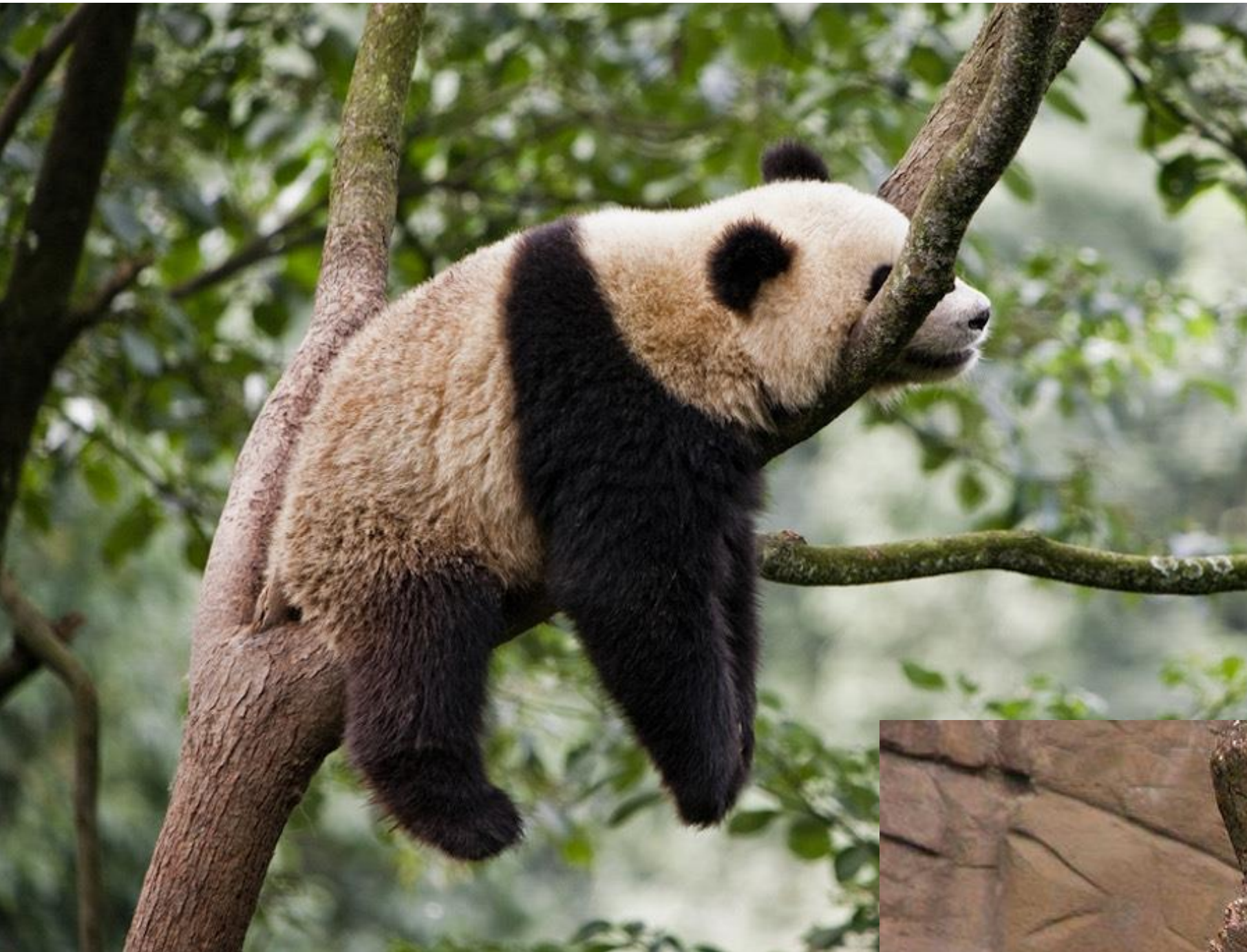


WHERE INTENTION GOES  
ATTENTION FLOWS...

AND WHERE ATTENTION FLOWS  
THAT PILLAR GROWS!



# Go to bed a winner & sleep like...





# Accomplished Outcome:

Learn to establish rapport and connect with every kind of person, in any kind of situation.

*“The most important thing in communication is to hear what isn’t being said.”*

*- Peter Drucker*

Just out of Curiosity...

[www.jessemogle.com/stoparguing](http://www.jessemogle.com/stoparguing)

# **“From Conflict To Connection” Blueprint Ebook**

