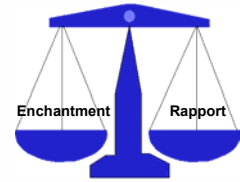


Matching: Symmetrical and complementary contact



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Enchantment and rapport



Perception in Communication

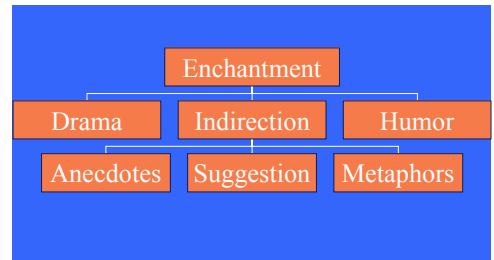
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Enchantment

“To engage or arouse pleasant mental excitement.” - Lankton, 1989

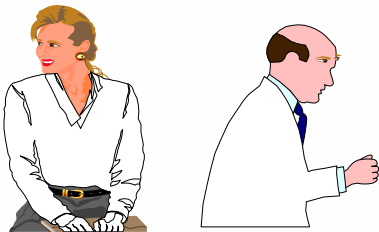
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Enchantment variables



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Not relating at a physical level



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Matching: Role Symmetry

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Relating in a symmetrical role



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Symmetrical Analog matching

- orientation
- forehead
- brow
- gaze
- tilt
- cheek tension
- mouth tension
- movement
- shoulders pitch
- chest posture
- arm positioning
- hand movement
- stance



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Components of Matching

- **Verbal component**
 - reflect sender's content or summarize it
 - augment sender's emotional, attitudinal, or noise component
 - match sender's vocabulary and level of sophistication
 - match channel of sensory input, storage, and processing
- **Non-verbal component**
 - respond to each channel
 - respond in the form the message was sent
 - match the body "attitude"
 - match the changes in limbs and body of sender

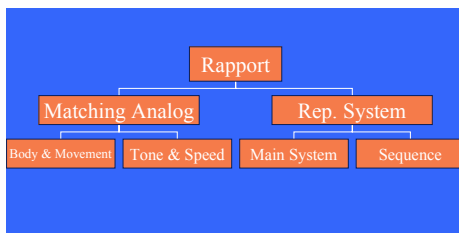
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Matching any message



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Rapport variables

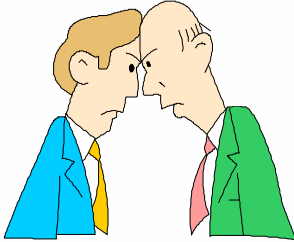


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Role complementarity

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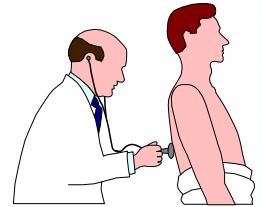
Match any affiliative behavior



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Complementarity Analog Matching

- partial polarity posture
- limited analog rapport
- framing factors
- retrieving factors
- social role factors



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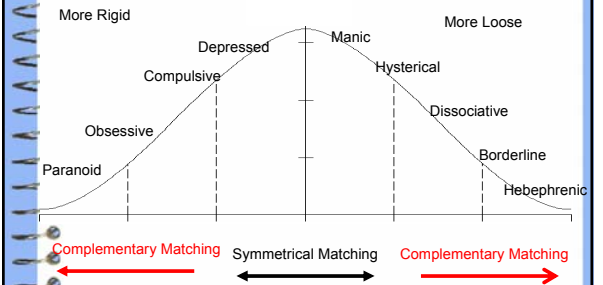
General rule for complementarity



- Generally, match the non-aggressive behavior
- Otherwise, take a complementary role to aggressive behavior
- Continue to use the Basic Footprint

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Matching



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