



Durham  
University

**It Ain't Just What You Do**

**It Is The Way That You Do It**

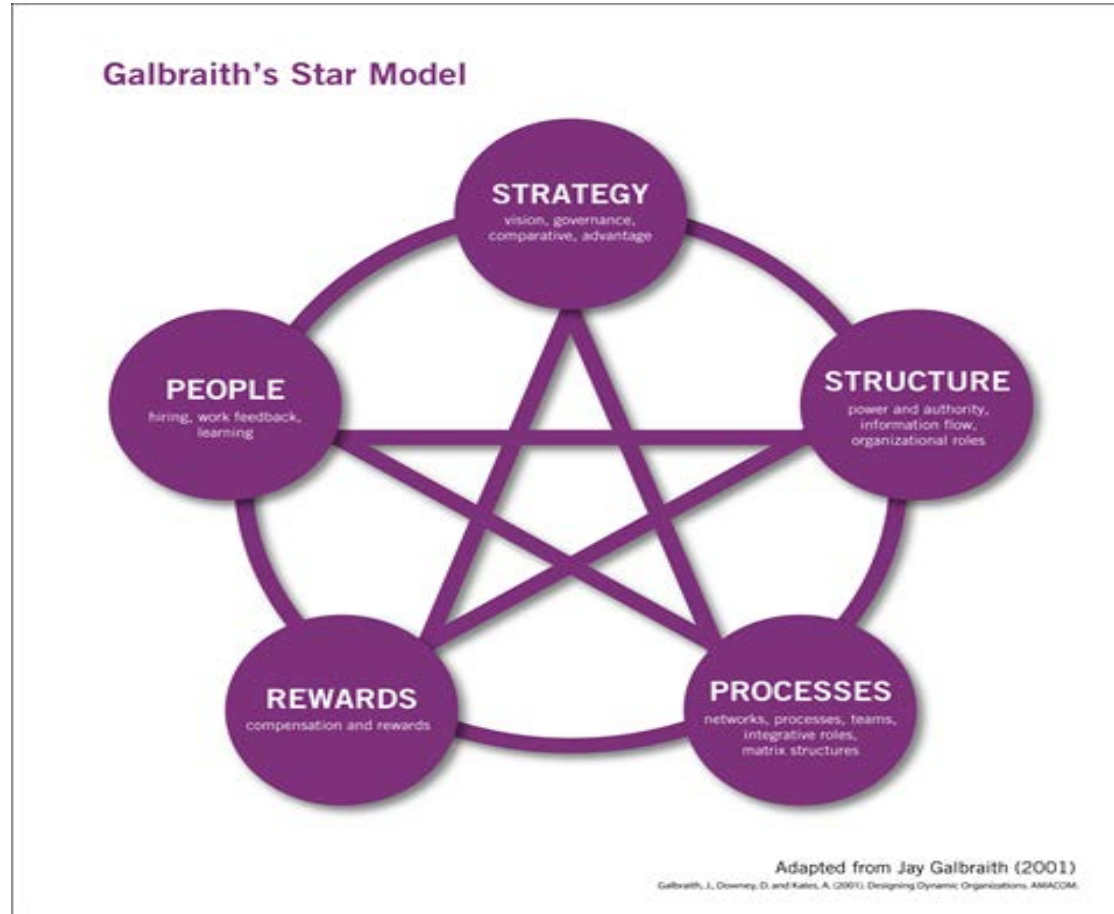
John Hemingway  
Chief Information Officer  
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20<sup>th</sup> November 2019

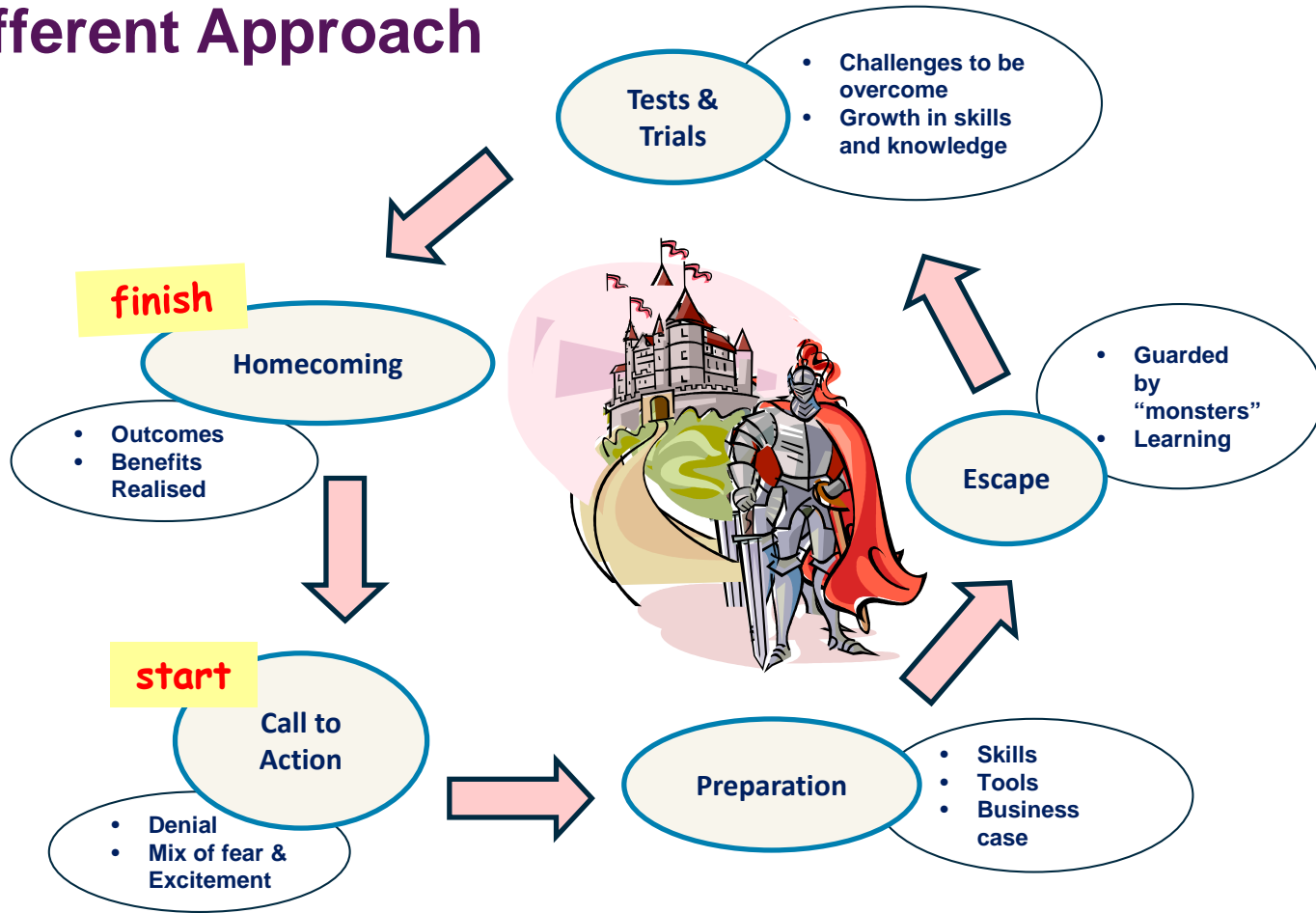
# A Sobering Thought



# A Useful Model



# A Different Approach



# Change At What Level?

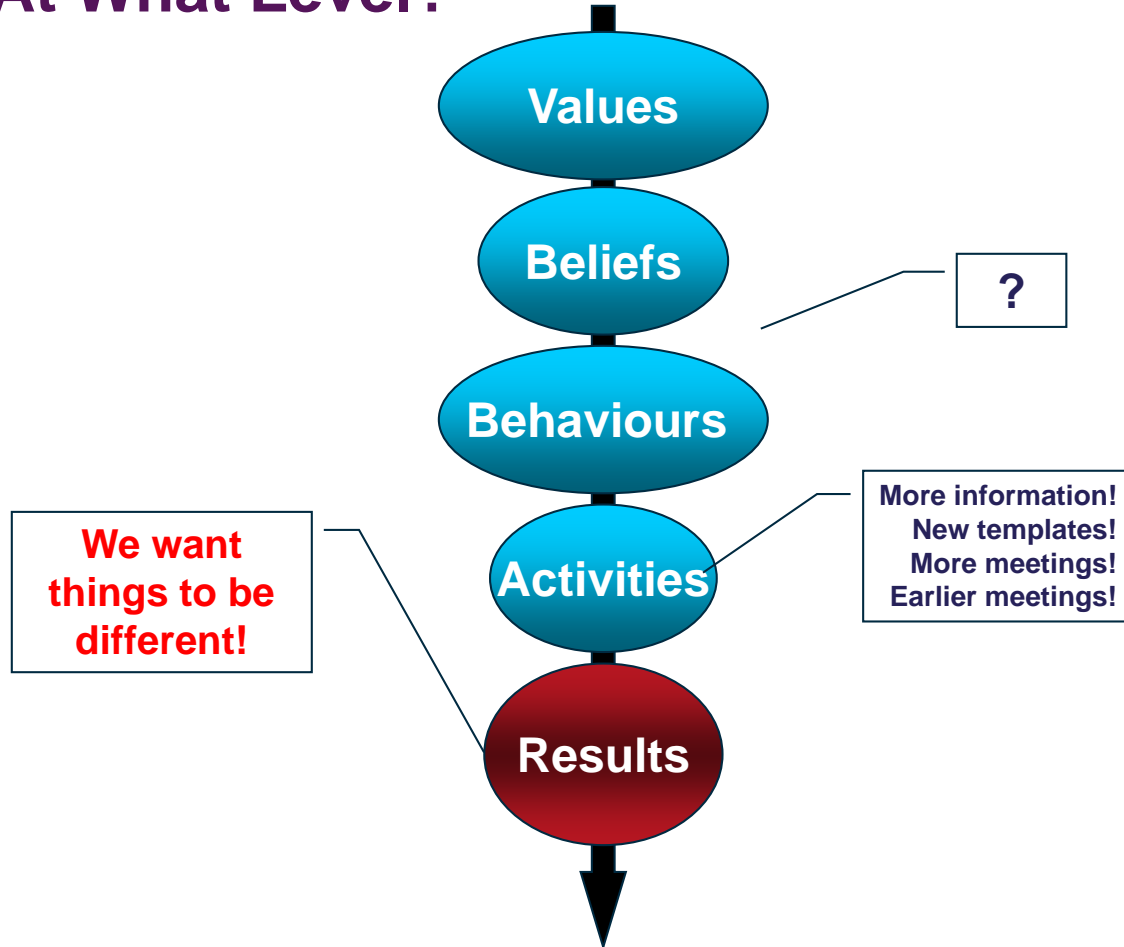


We cannot solve our problems with the same thinking we used when we created them.

Albert Einstein



# Change At What Level?



# Cause and Effect

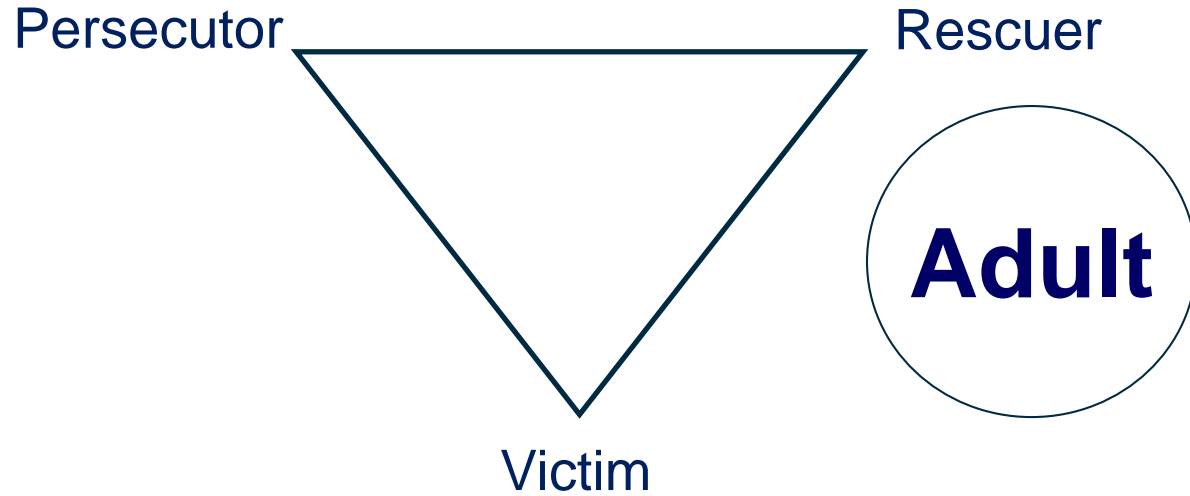


<b>Reasons &amp; excuses</b>
I can't..... I don't know how....
It's them not me.....
I don't have time.....
I don't like what is happening around me.....



<b>I take responsibility</b>
....to find out how I can
.....for how I am being
....for how I use my time
....for myself and my choices

# The Drama Triangle





# Rapport

- Process of **responsiveness** (not necessarily 'liking')
- Works at an **unconscious** level
- Capability to see **each other's point of view**
- Being on each other's **wavelength**

# Rapport - Concepts

- Physiology
  - Posture, gestures, facial expression, breathing
- Matching
  - Replicating exactly some aspect of a person's physiology
- Mirroring
  - Replicating the mirror image of an aspect of someone's physiology

# In Rapport - Examples



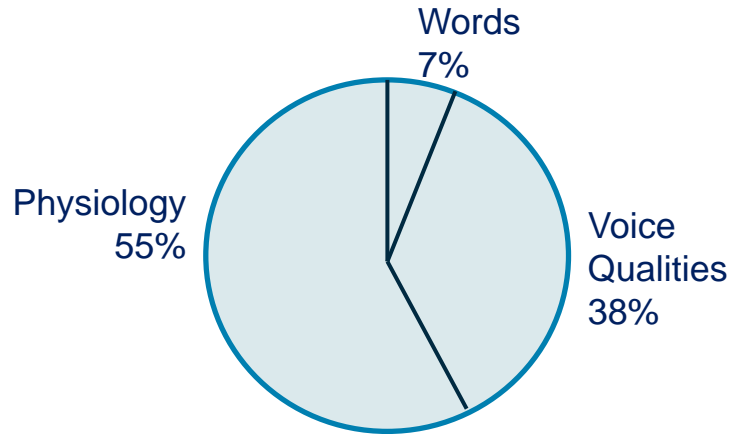
[mirror.co.uk](http://mirror.co.uk)



[adamwilsonbiz.wordpress.com](http://adamwilsonbiz.wordpress.com)

# Rapport – Why It Works

- “people are responsive to people like them” *Law of Attraction Byrne (1971)*
- Theory of Communication



# A Final Thought



Whether you think you can, or you think you can't... You're right.

Henry Ford

