Resource 3:

Mirroring Guide

Voice Mirroring

Voice mirroring is a conversational technique whereby a person matches the cadence and speech patterns of the person to whom they are speaking. People feel more comfortable with people who sound like them and they are immediately more relaxed and receptive.

When someone . . .	You . . .
Speaks formally and reservedly	Refrain from using colloquialisms Keep your language formal and unemotional
Speaks casually with varied inflection	Match their enthusiasm and cadence Use smaller, less-formal words
Uses anecdotes or analogies frequently	Repeat back to them to correlate between their stories and the point they were making Tell your own stories
Speaks in short, direct sentences	Deliver points succinctly Refrain from elaboration and colorful language

An important note: avoid mocking someone's speech pattern. Do not copy their accent or use the exact same language or it will come off as disingenuous. For example, if someone uses colloquial vocatives (man, buddy, pal, etc.), do not use the same one. Use one you're comfortable with so it sounds natural.

Position Mirroring

Position mirroring is the act of moving your body to sync your posture and position with the person you're speaking to. This can work for posture as well as gestures.

When someone . . .	You . . .
Crosses their arms	Wait for 30 to 60 seconds and cross your arms
Shifts in their chair	Adjust your own sitting position
Leans back in their chair	Lean forward casually
Clasps their hands	Fold your hands in a similar manner
Punctuates sentences by pointing	Point when making a statement you want to accentuate

An important note: Do not try to mirror someone exactly or the other person will notice.

The idea is to notice gestures that the other person makes and make similar, but not exact, motions

of your own. Discreet, asynchronous movement is key.

[1] Richard, Skip. "Saving Face: How to Preserve Dignity and Build Trust." Skip Prichard | Leadership Insights, June 16, 2020. https://www.skipprichard.com/saving-face-how-to-preserve-dignity-and-build-trust/.