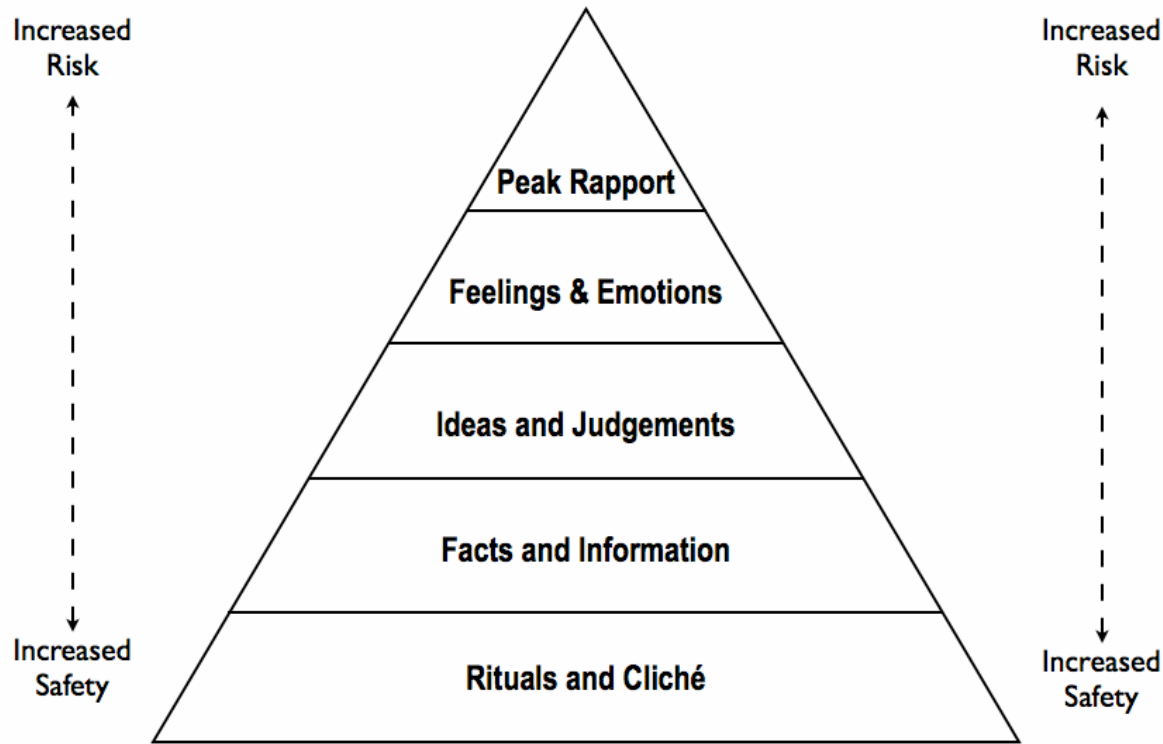


The Communications Triangle shows how people move between types of communication, from very safe topics (like the weather and greetings), to deep and meaningful conversations, which imply a far higher level of vulnerability.

**Key Points:**

1. It is unlikely that one will attain the very highest levels of Peak Rapport with more than just a few people in a lifetime. These are the people who know your deepest secrets and motivations, and with whom you feel safe being so open and vulnerable.
2. Not everyone is willing to take risks and show their feelings, emotions, and deepest desires and secrets, even if you are.
3. The more you get to know someone, the more likely it is that you will learn to trust each other, and so, move up the levels.
4. It takes time to build trusting relationships, so you can't move up the levels too quickly, or it will all fall apart equally as quickly!
5. Someone's interpretation of 'rituals' may include 'banter' or 'joking'. This is harmless if both parties share the same understanding. If not, this can be seen as bullying behaviour, and ruin any chance of building a trusting relationship.



- Consider how you move up the levels as you get to know someone.
- How might stress make you behave differently (i.e., under assessment)? How might you alter your words/tone/etc., to maintain positive communication?
- How might you consider others' feelings/emotions in your communications to ensure that a message is not misinterpreted?
- If you need to deliver deferral news/ feedback/bad news, how might you consider your language and environment to make the news less threatening?
- Think about how you feel at the higher levels. Are you an open person, and expect others to be the same? Or are you more guarded, avoiding conversations involving feelings/emotions?

