

Nonverbal (p.158)	
Warmth Cues <ul style="list-style-type: none"> Tilting (p.76-77) Nodding (p.78-82) Eyebrow Raise (p.82-85) Savor Smiles (p.85-88) Touch (p.88-91) Mirroring (p.91-95) 	Charisma Cues <ul style="list-style-type: none"> Leaning (p.39-42) Fronting (p.47-52) Anti-Blocking (p.44) Space Smarts (p.53-54) Gaze (p.67-69)
Danger Zone <ul style="list-style-type: none"> Distancing (p.134-138) Self-Soothing (p.138-142) Blocking (p.142-145) Shame (p.146-148) Bothered Face (p.148-155) 	Competence Cues <ul style="list-style-type: none"> Power Posture (p.101-104) Flexed Lid (p.105-108) Steeple (p.108-110) Explanatory Gestures (p.111-118) Palm Flash (p.118-122)

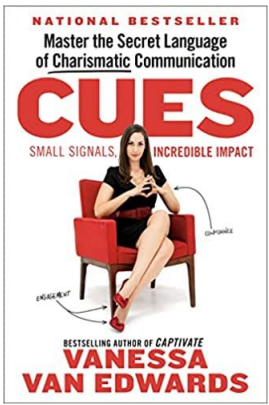
Vocal (p.204)	
Warmth Cues <ul style="list-style-type: none"> Happy Hello (p.185-188) Warm-ups (p.188-190) Vocal Variety (p.191-196) Vocal Invitations (p.196-197) Mirroring (p.198-199) 	Charisma Cues <ul style="list-style-type: none"> Emotion (p.191-192) Confidence (p.167-168) Breath (p.178) Expansiveness (p.168) Channeling (p.201-202)
Danger Zone <ul style="list-style-type: none"> Question (p.170-171) Inflection (p.172-173) Vocal Fry (p.173-174) Vocal Denial (p.200) 	Competence Cues <ul style="list-style-type: none"> Low Tone (p.169-170) Volume Control (p.174-176) Pausing (p.176-181)

Words (p.212)	
Warm <ul style="list-style-type: none"> Connect Collaborate Happy Both Together Emojis ! 	Charismatic <ul style="list-style-type: none"> Interesting Lead Great Captivate Excellent Creative
Dismissed <ul style="list-style-type: none"> Busy Stress Complicated Confused Problem 	Competent <ul style="list-style-type: none"> Brainstorm Effective Productive Expert Science %

Openers (p.218)	
Warm <ul style="list-style-type: none"> Hi friend! Happy to be here What a pleasure Glad to connect I'm open I'm thrilled 	Charismatic <ul style="list-style-type: none"> Good morning team! Excited for today Welcome everyone Let's kick-off this collaboration Can't wait to get started together
Dismissed <ul style="list-style-type: none"> Hi Been busy? It's been crazy Let's just wait for everyone What terrible weather What's up? 	Competent <ul style="list-style-type: none"> Let's do this This is going to be a productive day Hi partner Let's solve this Can't wait to power through Let's brainstorm

Closings (p.219)	
Warm <ul style="list-style-type: none"> Cheers Best, Can't wait! Warmest regards, Your truly, Faithfully, Warmly, 	Charismatic <ul style="list-style-type: none"> Excited to work with you Looking forward to this! Happy to answer any questions, We got this! To your success, Great work, Thank you for everything.
Dismissed <ul style="list-style-type: none"> Nothing Talk soon, Bye, See you soon, -[Name] 	Competent <ul style="list-style-type: none"> Sincerely, Regards, Respectfully, Appreciatively, Onwards

Connection (p.225)	
Warm <ul style="list-style-type: none"> How's the family? Any fun plans coming up? Have any holiday plans? How was your vacation? 	Charismatic <ul style="list-style-type: none"> Working on anything exciting? How's the team doing? Anything I can do to help you? Doing anything exciting this weekend? What's good?
Dismissed <ul style="list-style-type: none"> Nothing Been busy? What's up? What's going on? How are you? 	Competent <ul style="list-style-type: none"> Have any projects coming up? Did you see the headlines? Did you hear the ___ industry news? What's on your mind?



Rapport/Feedback (p.228)	
Warm <ul style="list-style-type: none"> You're the best! You always make me feel so comfortable. I love opening up to you. I trust you. 	Charismatic <ul style="list-style-type: none"> I was just thinking of you! This ___ reminded me of you. I love having you on the team. Thank you for your help and talent.
Dismissed <ul style="list-style-type: none"> You're always late. You're being difficult. I never know with you. No feedback at all. 	Competent <ul style="list-style-type: none"> You are so interesting. You always give the best advice. I know you would know what to do! I love working with you on projects.

Presentations/Collateral (p.224)	
Warm <ul style="list-style-type: none"> Stories Case Studies Quotes Photos Videos GIFs 	Charismatic <ul style="list-style-type: none"> Demonstrations Video Overviews A Study Told in Story Form Whiteboard Videos Animated Data
Dismissed <ul style="list-style-type: none"> Claims without support 	Competent <ul style="list-style-type: none"> Data Research Studies Numbers Percents Charts/Graphs