

## Clues That Can Be Heard

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There are clues that can be seen to determine how people communicate. There are also clues that can be heard that indicate how people communicate.

Changes in a person's speech indicate that some change has taken place in their feelings, images, perceptions, or thoughts. Those clues also indicate the type of stimuli to which they are attending.

Changes in pitch and velocity: Attention to visual stimuli is indicated by the tendency of a person to speak in a higher pitch than when attending to either auditory or kinesthetic stimuli, and to speak somewhat rapidly. Attention to auditory stimuli is indicated by their tendency to speak in a moderate pitch, and at a measured rate of speed with a delightful modulation. Attention to kinesthetic stimuli is indicated by their tendency to speak in a lower pitch than that in which they speak when attending to either visual or auditory stimuli, and to speak somewhat leisurely, their speech being punctuated by pauses.

The types of words used: Although most of the words a person uses are non-indicative, three types of words -- seeing, hearing, and feeling words -- indicate the type of stimulus to which they are attending when they use them. The types of words they use most frequently indicates the type of stimulus on which they prefer to focus their attention -- how they want you to communicate with them. Here is a list of some of those three types of indicative words:

### Visual

*picture*

*focus*

*see*

*bright*

*spectacle*

*preview*

*discern*

*illustrate*

*paint*

*clarify*

*dress-up*

*reveal*

*depict*

*clear*

*perspective*

*flash*

*outlook*

*glimpse*

*shortsighted*  
*distinguish*  
*delineate*  
*cloud*  
*graphic*  
*show*  
*expose*  
*screen*

#### Auditory

*tune*  
*accent*  
*shout*  
*tone*  
*sound*  
*clear*  
*scream*  
*static*  
*ask*  
*amplify*  
*key*  
*voice*  
*alarm*  
*note*  
*ring*  
*growl*  
*sing*  
*hear*  
*say*  
*click*  
*rattle*  
*chord*  
*harmonize*  
*muffle*  
*compose*  
*screech*

#### Kinesthetic

*touch*  
*throw*  
*shock*  
*strike*  
*move*  
*grobe*  
*stroke*  
*rub*

*smash*  
*tangible*  
*irritate*  
*sore*  
*carry*  
*handle*  
*finger*  
*stir*  
*impress*  
*hit*  
*impact*  
*tap*  
*crash*  
*sharpen*  
*crawl*  
*tickle*  
*grab*  
*flat*

When you are with someone, pay attention not only to the type of words they use, but also to the type of words they use most frequently. You also want to listen to their characteristic expressions. Here is a list of some of those three types of indicative expressions or phrases:

## Indicative Phrases

### Visual

*I can see it*  
*It is clear to me*  
*Show-off*  
*Sight for sore eyes*  
*White as snow*  
*See to it*  
*In focus*  
*Get the picture*  
*True blue*  
*Naked eye*

### Auditory

*I hear ya*  
*It clicks*  
*It rings a bell*  
*Tell me about it*  
*Lend me your ear*  
*Sounds good to me*  
*In a matter of speaking*  
*Roars like a lion*  
*Rings true*

*Music to my ears*

Kinesthetic

*It feels right*

*Get a handle on it*

*Get in touch*

*Cool as ice*

*My hands are tied*

*Get a grip*

*Get my drift*

*I am touched*

*Good vibes*

*Hot head*

All of us move from one internal stimuli to another in different contexts. A doctor may be predominantly visual at the office and mostly kinesthetic at home. Typically, auditory perceptions may be largely unconscious. This seems to be true for most people. We favor one stimulus, sometimes use the second, but the third stays unconscious most of the time. If we are to be more effective communicators, we need to focus our attention on our least favored type stimulus until we develop skill in using it. We need to be able to use all three well.

Exercise:

Example 1 -- My future looks hazy.

Match:

Visual: When I look to the future, it's not clear.

Translate:

Auditory: I can't tune in to my future.

Kinesthetic: I can't get a feel for what's going to happen.

Example 2 -- Sarah doesn't listen to me.

Match:

Auditory: Sarah goes deaf when I talk.

Translate:

Visual: Sarah never sees me, even when I'm present.

Kinesthetic: I get the feeling Sarah doesn't know I'm alive.

Example 3 -- Mary gets churned up on Mondays when the report is due.

Match:

Kinesthetic: Mary gets agitated and nervous on Mondays.

Translate:

Visual: Mary can't focus on Mondays when the report is due.

Auditory: Mary hears lots of static on Mondays when the report is due.

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JANUARY 1991