

THINKING
LEADERS

COMMUNICATION

Your Rapport

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WHAT IS RAPPORT & WHY DOES IT MATTER?

Rapport is defined as a "connection or relationship with someone else.

It can be considered as a state of harmonious understanding with another individual or group.

Building rapport is the process of developing that connection with someone else.

It is achieving mutual trust and understanding between two or more people.

It leads to deep listening, meaningful conversations and fulfilling relationships where everyone involved benefits."

Rapport is important because it helps us build relationships and connect with others.

It enables us to connect on a personal level, builds emotional intelligence and interpersonal skills.

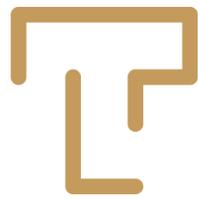
You are then able to engage with others on a human level, building a environment of loyalty and connection.

This is the same for both your personal and professional lives, from building rapport with your neighbours and communities, to your teams, clients or customers.

Rapport building no matter what stage of life you are at is a key to collaboration and connection.

One of our core needs as a human is connection, and rapport building will help us meet this need.

Whether it's sharing a laugh at work, a coffee after the school run, or building high performing teams as a leader, rapport building is a powerful tool to help you achieve connection with others.



5 STEPS TO BUILDING RAPPORT

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STEP 1 - PHYSICAL MIRRORING

Copy their posture, facial expressions, hand gestures, movements, and eye blinking.

STEP 2 - MATCH THEIR VOICE

The tone, tempo, quality of their voice and volume. You can even match key words such as 'actually' or 'got it?'



STEP 3 - MATCH THEIR BREATHING

Breathe at the same time (in and out, in and out). Are they breathing deeply or shallowly?

STEP 4 - MATCH THE SIZE OF INFORMATION

If they speak in the big picture, they will be bored with details. Alternatively, if they love details, you will need to give them lots of information.



STEP 5 - MATCH THEIR COMMON EXPERIENCE

Find out what you have in common - experiences, interests, background, beliefs and values, ideologies and common associations.

YOU NEED TO BE SUBTLE WHEN MATCHING AND MIRRORING, BUT YOU'LL BE SURPRISED HOW QUICKLY YOU CAN BUILD RAPPORT BY BRINGING YOUR AWARENESS TO WHAT YOU ARE DOING.





YOUR TURN...

Let's have a play with this. Find someone who is willing to have you practice on them. Someone safe. Now start a conversation and practice the 5 steps. Reflect below what worked, what was challenging, and what felt uncomfortable. What did you see, hear, feel and tell yourself?

Step 1 - Physical mirroring

Step 2 - Match their voice

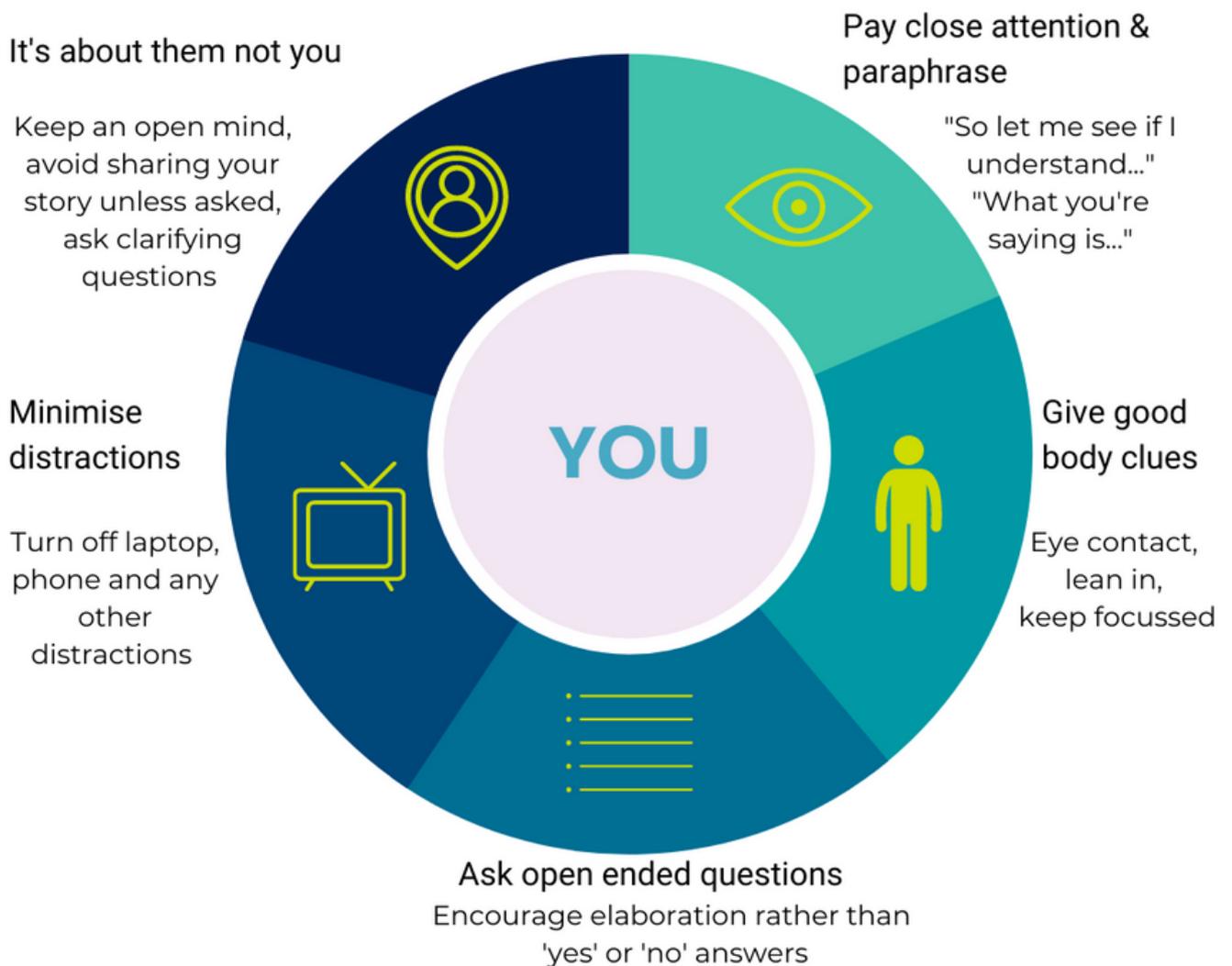
Step 3 - Match their breathing

Step 4 - Match the size of information

Step 5 - Match their common experience

THE WHEEL OF LISTENING

ACTIVE LISTENING



BECOMING AN ACTIVE LISTENER

Now, let's have another go. This time we are practicing being an active listener. Not the way you normally listen, but leaving your judgements and perceptions at the door. Let's work on actually hearing what is being said. Leave your map behind and enter their map.

Pillar 1 - Pay close attention & paraphrase - "So let me see if I understand" or "What you're saying is?"

Pillar 2 - Give good body clues - Eye contact, lean in, keep focussed

Pillar 3 - Ask open ended questions - Encourage longer answers rather than yes/no

Pillar 4 - Minimise distractions - this takes discipline and commitment. Turn off devices and remove other distractions. Focus on the conversation only.

Pillar 5 - It's about them, not you - Keep an open mind, avoid sharing your story or opinion straight away, ask clarifying questions, be truly interested in them and don't run your own agenda.



NOW LET'S BUILD...

Now you've played around with building rapport, let's have a go at building it further!

Step 1 - Active Listening - - give them your full attention

Step 2 - Ask questions - it's about them not you

Step 3 - Pay attention to your body language

Step 4 - Don't judge - create a safe environment.



NOW LET'S KEEP IT!

Now you've had a go at building rapport let's have a go at keeping it!

Step 1 - What colour change or flushing did you notice?

Step 2 - What feelings did you have inside?

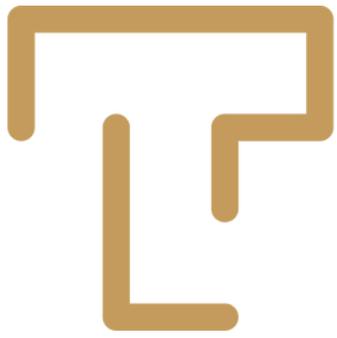
Step 3 - What was said?

Step 4 - How did they follow you when you moved?



REFLECTION ON RAPPORT BUILDING

Now have a go at using it on someone new - a friend, a work colleague. What did you notice?
How did you build, grow and keep rapport?



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