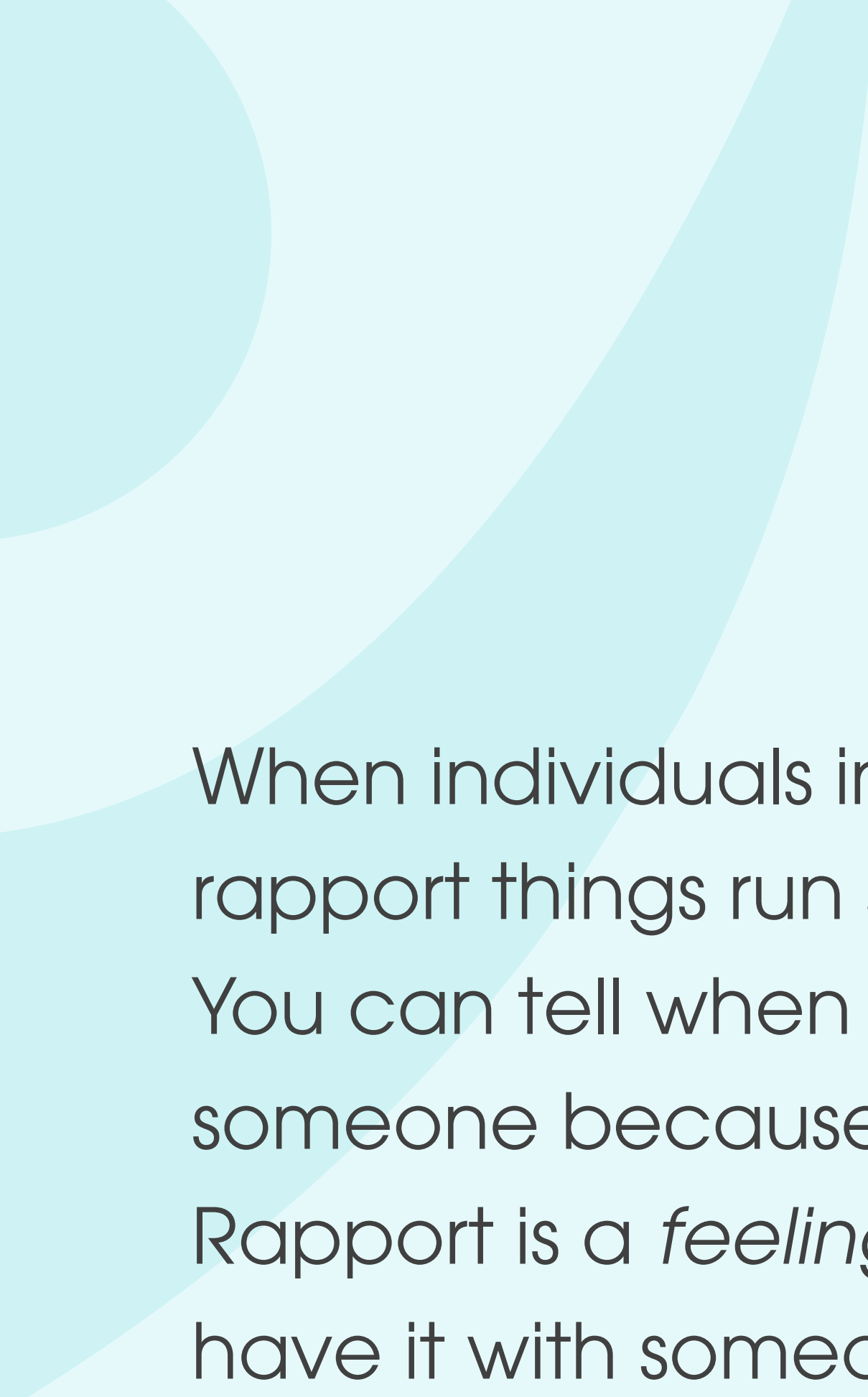





Rapport

Building



When individuals in relationships have rapport things run so much more smoothly. You can tell when you have rapport with someone because it feels 'easy'.

Rapport is a *feeling*, we know when we have it with someone so we don't even think about it; but - when you experience difficulties in relating and communicating with someone you would benefit from thinking about rapport building skills.

The background is a light teal color with several large, overlapping, organic shapes in a slightly darker shade of teal. These shapes are reminiscent of stylized leaves or petals, creating a soft, abstract pattern. The text is centered in the upper half of the page.

Your ability to get into rapport with more people, and more quickly can aid both effectiveness and efficiency. The following information proves very useful when we meet new people, and we want to build a relationship with them, as well as when we want to overcome some conflict and challenge, we may have with an individual.

The background features two large, light blue, curved abstract shapes. One shape is positioned in the upper left quadrant, and the other is in the lower left quadrant. The text is centered horizontally between these shapes.

Rapport IS:

Relationships

Whether work life or home and social life, smooth working relationships make the world turn round making rapport building a key relationship building technique.

A large, light blue graphic of a smiley face (:) is centered in the upper half of the page. The background is a light blue gradient with a large, curved, darker blue shape on the left side that partially overlaps the smiley face.

Attitude

Having a genuine desire to want to create meaningful relationships and a willingness to work at the skills needed.

Pleasantries

Making small talk and easing into conversations in general rather than launching straight into the topic “Lets talk about your performance” helps to facilitate an easier exchange of information and in creating a ‘two-way communication flow’.

People

People dealing with people will often present us with situations that can take us into contentious areas and may lead to challenge and conflict. Building rapport can be likened to putting 'oil' on the machinery – just like oil can help machinery run more smoothly, so can rapport in people to people interactions – rapport is the oil!

observe

Body language is the easiest way to build rapport. Use matching and mirroring body language skills and harness the power of utilising your non-verbal communication behaviours!

Reciprocal

Rapport promotes two-way communication and is more likely to influence win – win situations.

Trust

All relationships whether business or personal are based on trust. Effort taken to enhance our rapport building skills will influence our ability to quickly formulate relationships and achieve results.



Gill Main
Partnering 4 Performance

Relationships

Attitude

Pleasantries

People

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Trust

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