



Inspirational Solutions
In your hands consultancy

What is Rapport and why is it important to build Rapport?

Rapport is the ability to relate to others in a way that creates a level of trust and understanding. It is the process of responsiveness at the unconscious level. It is important to build rapport with your client/colleague as it gets there unconscious mind to accept and begin to process your suggestions. They are made to feel comfortable and relaxed-open to suggestions.

Rapport is one of the most important features or characteristics of unconscious human interaction. It is commonality of perspective, being in "sync", being on the same "wavelength" as the person with whom you are talking.

There are a number of techniques that are supposed to be beneficial in building rapport such as: matching your body language (ie, posture, gesture, and so forth); maintaining eye contact; and matching breathing rhythm.

Matching and Mirroring to establish Rapport.

- Posture
- Breathing
- Voice tonality
- Speed
- Gestures- only match their gestures when it's your turn to speak.

Voice Tone, Tempo, and Timbre

The Tone of your voice is referring to the pitch /frequency of the voice.

The Tempo of your voice is referring to the speed/pace or rhythm of the voice.

The Timbre of your voice is the quality and characteristics of the voice.

Crossover Matching/Mirroring

This is when instead of identically matching/mirroring your client you do a similar thing i.e. instead of sat back in the chair arms crossed legs open, you could sit slightly forward, with arms open (possible leaning on the arms of the chair) with your legs crossed. The aim is to get the client to relax and feel comfortable then rapport can be established.

Pacing and Leading

This is when you have matched your client and got into a good rapport with him/her. When you have reached this level of rapport you can pace the client by changing the pace either by slowing them down then leading them so that the remaining conversation was at your pace not at the pace of your client.

This can be done with voice quality, tonality, volume, timer, body position

For further information or to book your place on the next course
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There's a common misunderstanding that rapport is all about getting the other person to like you. While that is often a nice effect of having rapport, it is not the core of rapport at all.

'Rapport means you demonstrate understanding of the other person's model of the world'. *Frogs into Princes - Bandler and Grinder, pg. 80*

It has nothing to do with the other person liking you (at first).

Haven't you ever talked to a good friend about something dear to you and end up frustrated because they didn't get it? They obviously still love you, so what's up? At the same time, don't you love it when you meet someone for the very first time and you just click, with her getting every single thing you say?

Building understanding and demonstrating it is the essence of rapport, and being liked for it is the reward. And notice that it's not only about saying you understand the other person's model of the world, you demonstrate it

What if someone says something that you don't agree with? Are you telling me to lie by agreeing with him?

Nope, I'm not telling you to lie. I'm suggesting that you be willing enough to expand your model of the world to include theirs and see, hear and feel things from their position. Your Map is in my Territory remember? If you do that, does your own point of view disappear? No, it's still there! And when you do choose to come back to your own point of view, you'll have expanded and enriched your own model of the world with an additional viewpoint.

Here are some important key points:

- To build rapport you don't have to like or agree to the other person's model of the world, but you have to at least understand it.
- Take a genuine interest in getting to know what's important to the other person. Start to understand them rather than expecting them to understand you first.
- Pick up on the key words, favorite phrases and ways of speaking that someone uses and build these subtly into your own conversation.
- Notice how someone likes to handle information. Do they like lots of details or just the big picture? As you speak feedback information in this same portion size.
- Breathe in unison with them.
- Look out for the other person's intention — their underlying aim — rather than what they do or say. They may not always get it right, but expect their heart to lie in the right place.
- Adopt a similar stance to them in terms of your body language, gestures, voice tone and speed.
- Respect the other person's time, energy, favorite people and money. They will be important resources for them.

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The Communication Wheel and Rapport Building

Classic research looked at how live communication was received and responded to. His figures suggested that your impact depends on three factors — how you look, how you sound, and what you say. His research broke it down as illustrated in the communication wheel here: 55 per cent body language, 38 per cent quality of the voice and 7 per cent actual words spoken.

Clearly, first impressions count. Do you arrive for meetings and appointments hot and harassed or cool and collected? When you begin to talk, do you mumble your words in a low whisper to the floor or gaze directly and confidently at your audience before speaking out loud and clear?

In terms of building rapport — *you* are the message. And you need all parts of you working in harmony: words, pictures, and sounds. If you don't look confident — as if you believe in your message — people will not listen to what you are saying.

Rapport involves being able to see eye-to-eye with other people, connecting on their wavelength. So much (93 per cent) of the perception of your sincerity comes not from what you say but how you say it and how you show an appreciation for the other person's thoughts and feelings.

When you are in rapport with someone, you can disagree with what they say and still relate respectfully with him or her. The important point to remember is to acknowledge other people for the unique individuals that they are. For example, you may well have different political or religious views to your colleagues or clients, but there's no need to fall out about it.

Hold on to the fact that you simply wish to differ with their opinion and this is no reflection on the person. A person is more than what they say, do, or believe. Myers-Briggs

