

Rapport Building

- Dance of mutual responsiveness
- Relate to others
- Climate of trust and understanding
- Establish a feeling of comfort and commonality
- See each other's point of view
- Be on the same wavelength
- Be able to appreciate other people's feelings
- Rapport develops from responding to someone utilizing
 - words (7%)
 - voice tone (38%)
 - physiology (55%)
- This means, 93% are non-verbal (!)

Process Rapport Building

- **Rapport** is the process of responsiveness, at the unconscious level
- **Physiology (55%)**
 - Breathing – single most important component as it influences tonality, words, thinking and emotion
 - Posture
 - Gestures
 - Facial expressions and blinking
 - Proximity & Touch
- **Tonality (38%)**
 - Voice – Tone, Tempo / Speed
 - Timbre
 - Volume
- **Words (7%)**
 - Predicates & Key Words
 - Common experiences & associations
 - Content chunks
 - Speed of processing

Three ways to gain rapport: matching, mirroring, pacing and leading an aspect of someone's physiology

▪ **Matching**

- Replicating exactly some aspect of person's physiology, behavior, words or voice of tone

▪ **Mirroring**

- Replicating the mirror image of an aspect of someone's physiology. This results in deep rapport quickly

▪ **Cross over Matching / Mirroring**

- Matching / Mirroring one aspect of a person's physiology with a different aspect of your own physiology, such as their breathing with your

finger movement or crossing your legs if the other person has their arms crossed

▪ **Pacing and Leading:** pace, pace, pace, lead...

- When the quality of rapport is good it is possible to encourage an individual to follow the movements and thinking which you are using. Pacing and leading involves matching someone for a while (pacing) until you have gained a level of rapport sufficient that when you slowly start to change what you are doing the individual will follow you (leading)