

RAPPORT IN 60 SECONDS

WHAT IS RAPPORT?

Dictionary definition of Rapport:

Relationship or communication, especially when useful and harmonious; empathy relationship, affinity, accord, bond, understanding.

Think about it... is there anything that you want or anything that you need then you will probably need someone's help in getting it!

As much as we all like to think we don't really need anybody else, we live in a "Service World", we are always meeting people and having to wait for them to do things for us. Whether it be at the supermarket, timber yard, hardware shop, book shop, hairdresser, train station, gas station..the list just goes on... Even at home this doesn't change, waiting for the children or our partners.

As you can see this is true whether you are a salesperson, a teacher or a tradesperson. No matter what you do, you will have to meet, talk and deal with other people! So what has that got to do with rapport, simple if you don't know how to get along with people then you will be left at the end of the queue, and life is not meant to be that hard!

Having the ability to develop and maintain "Rapport" with a large number of people from any background will allow you to get what you want. Having rapport with someone will allow you to do anything.

So..**Rapport is probably the most important skill on the planet!**..well maybe that's a bit over the top but it is high on the list of musts!

BASIS OF RAPPORT

Simply stated rapport is when **people are like each other, they like each other!**

Of course the opposite is true, i.e. when people are not like each other, they don't like each other.

When you like someone, you are willing to assist or help them to achieve what they want. Studies conducted showed that communication between people depended on only 7% of what words was used, 38% was communicated based on the tone of voice, and 55% by your physiology. What this means, is that most communication is outside of our conscious awareness.

Rapport is a process of responsiveness, and understanding and using this knowledge gives you a huge advantage personally in business and in your career.

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THE 6 STEPS TO RAPPORT

Obtaining rapport with someone else is simpler than you may think. It can be done in 6 easy steps, as follows:

1. Match the Modality

The catch cry here is STOP, LOOK AND LISTEN as this will tell you everything you need to know. Become aware of what type of modality the person is in, i.e. Visual, Auditory, Kinesthetic, and Auditory Digital.

Stop and be aware, Look and see how they stand, sit, breathe, etc., Listen to the words they use, this tells you a lot about the modality they are in. Use the same words and expressions they are using back to them.

2. Physical Mirroring

Match the persons physiology, copy their postures, facial expressions, hand movements and gestures and even their eye blinking. This will cause their body to say unconsciously, "Hey, they are like me!..and I like you.

3. Match their Voice

Listen to the tone, tempo and quality of their voice and how loud they talk. Match these and even throw in some of their key words a few times in a sentence back to them.

4. Match their Breathing

Watch the persons breathing, when they breathe in and out and match you breathing to theirs. A good hint is that most people breathe out when they are talking.

5. Match the Sizes of Information

Listen to what the person is saying and notice whether they are big picture people or not. Big picture people get bored with details quickly. on the other hand someone who is into details will find that there is not enough information to deal with, if you only give them the big picture.

So make sure that you are matching the content chunks that the person likes.

6. Match their Experiences

When people first meet it is pretty normal for you to talk about yourself and your experiences. This is where you look to match common experiences, common interests, backgrounds, and even values and beliefs. It is not uncommon to find you have common associations. Stop and listen to what they are saying about themselves and match their experiences, backgrounds and interests. The most common one for example is football, golf, baseball, soccer, etc. from sports.

Following these 6 simple steps will build rapport with anybody in 60 seconds.

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QUICK REFERENCE GUIDE TO RAPPORT

TARGET OUTCOME:

Get into rapport with anyone, an any moment in time.

THEROY:

- ① Communication is:
 - 7% Words
 - 38% Tonality
 - 55% Physiology
- ② When people are like each other, they like each other.
Rapport is a process of responsiveness, not necessarily “liking” each other

PROCESS:

- ① Rapport is established by doing the following:: STOP, LOOK & LISTEN then Match and Mirror.
- ② The major elements of rapport based on communication are:

PHYSIOLOGY (55%)

- Posture
- Gesture
- Facial expression & blinking
- Breathing

TONALITY (38%)

- Voice tone (pitch)
- Voice tempo (speed)
- Voice timbre (quality)
- Voice volume (loudness)

WORDS (7%)

- Predicates
- Key words
- Common experiences & associations
- Content chunks

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QUICK REFERENCE GUIDE

List of Predicate Phrases

VISUAL

An eyeful
Appears to me
Beyond a shadow of a doubt
Bird's eye view
Catch a glimpse of
Clear cut
Dim view
Flashed on
Get a perspective on
Get a scope on
Hazy Idea
Horse of a different color
In light of
In person
In view of
Looks like
Make a scene
Mental image
Mental picture
Mind's eye
Naked eye
Paint a picture
See to it
Short sighted
Showing off
Sight for sore eyes
Staring off into space
Take a peek
Tunnel vision
Under your nose
Up front
Well defined

AUDITORY

Afterthought
Blabbermouth
Clear as a bell
Clearly expressed
Call on
Describe in detail
Earful
Give an account of
Give me your ear
Grant an audience
Heard voices
Hidden message
Hold your tongue
Idle talk
Inquire into
Keynote speaker
Loud and clear
Manner of speaking
Pay attention to
Power of speech
Purrs like a kitten
State your purpose
Tattle-tale
To tell the truth
Tongue-tied
Tuned in/tuned out
Unheard of
Utterly
Voiced an opinion
Well informed
Within hearing
Word for word

KINESTHETIC

All washed up
Boils down to
Chip off the old block
Come to grips with
Control yourself
Cool/calm/collected
Firm foundations
Get a handle on
Get a load of this
Get in touch with
Get the drift of
Get your goat
Hand in hand
Hang in there
Heated argument
Hold it!
Hold on!
Hothead
Keep your shirt on
Know-how
Lay cards on table
Pain-in the neck
Pull some strings
Sharp as a tack
Slipped my mind
Smooth operator
So-so
Start from scratch
Stiff upper lip
Stuffed shirt
Too much of a hassle
Topsy-turvy
Underhanded