

REVIEW ARTICLE



INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA

2395-2636 (Print); 2321-3108 (online)

IMPORTANCE OF ESTABLISHING RAPPORT

SABA KHATOON

Student, M.A. English Literature, Osmania University,
sabaamjad07@gmail.com



ABSTRACT

For many, starting a conversation with a stranger is a stressful event. We can be lost for words, awkward with our body language and mannerisms. Creating rapport at the beginning of a conversation with somebody new will often make the outcome of the conversation more positive. Rapport is a state of harmonious understanding with another individual or group that enables greater and easier communication. You have rapport with someone when there is mutual liking and trust. Once you've established rapport with a person, he or she is far more likely to be open with you and share information, buy your product, recommend you to others, or support your ideas. 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.

Key words: rapport, communication, conversation, understanding.

©KY PUBLICATIONS

INTRODUCTION

The first task in successful interpersonal relationship is to attempt to build rapport. Building rapport is all about matching ourselves with another person. For many, starting a conversation with a stranger is a stressful event; we can be lost for words, awkward with our body language and mannerisms. Creating rapport at the beginning of a conversation with somebody new will often make the outcome of the conversation more positive. However stressful and/or nervous you may feel the first thing you need to do is to try to relax and remain calm, by decreasing the tension in the situation communication becomes easier and rapport grows.

Rapport is a state of harmonious understanding with another individual or group that enables greater and easier communication.

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.

In other words rapport is getting on well with another person, or group of people, by having things in common; this makes the communication process easier and usually more effective.

Sometimes rapport happens naturally, you 'hit it off' or 'get on well' with somebody else without having to try, this is often how friendships are built. However, rapport can also be built and developed by finding common ground, developing a bond and being empathic.

Definition

The Merriam-Webster dictionary defines rapport as "relation characterized by harmony, conformity, accord, or affinity."

'Rapport is the ability to enter someone else's world, to make him feel that you understand him, that you have a strong common bond. – Tony Robbins.

Put simply, you have rapport with someone when there is mutual liking and trust. Once you've

established rapport with a person, he or she is far more likely to be open with you and share information, buy your product, recommend you to others, or support your ideas. And when someone has established rapport with you, you're likely to do the same.

Need to Build Rapport

Building rapport is a skill that you can use anywhere.

For instance, you can use rapport to:

- Create a positive connection with new or existing team members.
- Build good relationships with clients or suppliers.
- Break the ice with new colleagues or with your boss when you start a new job.
- Get support for your ideas and proposals.

In short, establishing rapport with people can open doors, create opportunities, and lead to excellent relationships.

Importance of Building Rapport

It is important to build rapport with your client/colleague as it gets their 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", and being on the same "wavelength" as the person with whom you are talking.

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

Steps to Build Rapport

1. Mirror their body language.

- Posture/Body Movement: Wait 10 seconds, and then shift your body in the same way.
- Gestures: Use the same hand gestures they use, but only when it's your turn to talk.
- Facial Expressions: Match their facial expressions instantly. If they raise their eyebrows, raise yours to acknowledge their emotion.

- Head Nods: When they nod their head, nod yours instantly to signal agreement or affirmation.

2. Mimic their tonality.

- Accents: Copy their accent slightly. You don't want to come across as mocking them, but listen to how they pronounce words.
- Talk at their volume level at all times.
- Mimic the depth of their voice. People talk in one of three ways: through their nose, throat, or chest.

3. During the conversation, breathe like they breathe.

This will create a hypnotic synchronization.

4. Match their rate of speech.

Some people talk really fast, and some people talk very s-l-o-w-l-y.

5. Repeat and approve.

This is so simple yet but probably one that most people often forget. After they speak, make sure you repeat a very brief synopsis of what they say and then approve (excellent, great, amazing, that's exciting). This shows that you are indeed listening.

6. Assume you already have rapport.

Talk to the person as if they're a close friend whom you completely trust, and who completely trusts you. If you act in this manner, you will send out subconscious signals encouraging the other person to view you the same way.

Non-Verbal Rapport Building

Although initial conversations can help us to relax, most rapport-building happens without words and through non-verbal communication channels.

We create and maintain rapport subconsciously through matching non-verbal signals, including body positioning, body movements, eye contact, facial expressions and tone of voice with the other person.

Re-establishing Rapport

Once rapport has been lost, rebuilding it takes time. First, confront why you lost the rapport in the first place. Be humble and explain honestly and simply what happened. If you need to apologize, do so. Next, focus on ways of repairing any

broken trust. Make an extra effort to put in extra work if you need to, and keep your word. Transparency and showing a genuine concern for the other person's needs will go a long way in rebuilding trust and re establishing rapport.

Rapport and its Influence on Effective Teaching

Trust between teachers and students is the affective glue that binds educational relationships together. Not trusting teachers has several consequences for students. They are unwilling to submit themselves to the perilous uncertainties of new learning.

Tips for developing rapport with your students:

- Learn to call your students by name.
- Learn something about your students' interests, hobbies, and aspirations.
- Create and use personally relevant class examples.
- Arrive to class early and stay late - and chat with your students.
- Explain your course policies - and why they are what they are.
- Post and keep office hours.
- Get on line - use e-mail to increase accessibility to your students.
- Interact more, lecture less - emphasize active learning.
- Reward student comments and questions with verbal praise.
- Be enthusiastic about teaching and passionate about your subject matter.
- Lighten up - crack a joke now and then.
- Be humble and, when appropriate, self-deprecating.
- Make eye contact with each student - without staring, glaring, or flaring.
- Be respectful.
- When all else fails, smile a lot - students will think you like them and your job.

Discussion

Building rapport is a skill that you can use anywhere.

For instance, you can use rapport to:

- Create a positive connection with new or existing team members.
- Build good relationships with clients or suppliers.

- Break the ice with new colleagues or with your boss when you start a new job.
- Get support for your ideas and proposals.

In short, establishing rapport with people can open doors, create opportunities, and lead to excellent relationships.

Trust between teacher and student is the affective glue that binds educational relationships together. Not trusting teachers has several consequences for students. They are unwilling to submit themselves to the perilous uncertainties of new learning.

Conclusion

Building rapport is an important activity which is used to enhance the communication. It is essential for any initial conversation. Without building a proper rapport, one cannot precede the conversation. Rapport is one of the most important features or characteristics of unconscious human interaction.

Work cited:

www.mindtools.com
www.inspirationalsolutions-nlp.co.uk
www.skillsyouneed.com
www.psychologicalscience.org
www.acefitness.org
www.wikihow.com