

AT A GLANCE:



# M BUILDING RAPPORT



## WHAT'S THIS THEME ABOUT?

**Isn't it amazing when you meet someone for the first time and instantly 'click'? You find a common interest, you talk in a similar style, and you might even wear similar clothes. You build rapport without even trying. It's like you have known them forever!**

Building rapport means developing a relationship and bond based on mutual understanding, trust and agreement. When you have rapport, you and the other person seem to think, feel, believe the same things. And that's a huge benefit to your relationship.

But it's not always that easy. Sometimes it's a struggle to find anything to talk about - there appears to be no common ground and you're feeling very uncomfortable.

**Building Rapport is a theme about helping you build strong relationships with just about anyone!**

## WHY IS THIS IMPORTANT?

"Friendship is born at that moment when one person says to another, 'What! You too? I thought I was the only one.'" - **C.S Lewis**

Management and leadership are all about relationships. You need to build strong working relationships with your team, your manager, and others across the organisation and of course, your customers.

Relationships usually begin with rapport building. The first meeting is your prime opportunity to strike up a good conversation, find a common interest and learn about each other's style. Sometimes this is easy, but it can be challenging when your communication styles are different.

This Management Matters theme helps managers to understand and spot different social communication styles, and then use different techniques to build strong relationships.

## IDEAL OUTCOMES

'Building Rapport' is about your management team understanding:

- How social styles influence who we are and how we interact with others
- Their own social communication styles
- How to interpret verbal and non-verbal communication

'Building Rapport' is about your management team having the skills to:

- Adapt their own communication style to build rapport with others
- Build strong relationships
- Influence others

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