Building Rapport - An Introduction

[00:00:04] **Brian:** Hello. My name is Brian Lutchmiah. I work for Diversity and Ability in the UK and I'm a specialist working in higher education. I also have a background in working with professionals around the use of body language, linguistics, building rapport, and more and in this short introductory video, I will be exploring some tips on how to build and establish rapport with people in the services that you work.

What does rapport mean? Well, rapport can be defined as a relationship characterised by agreement, mutual understanding or empathy that makes communication possible and sustainable. It's about how we communicate with each other and respond to each other. How we take in the environment that we are in and the comfort levels we associate with each and all of these, we can build rapport through the ways that we present ourselves in the physical sense and the virtual sense of using online technologies

and is transferred in the way that we directly communicate through speech and listening our use of language and through our non-verbal body cues. Also, sometimes we don't need to speak at all to communicate to others. For example, many can instinctively gather when someone may be frustrated, sad, angry, or happy, without words being used, raising our awareness to recognize these factors is the key here.

Consider the physical environmental factors in space and how you can build rapport. Consider the physical space relating to need and ensuring that you have anticipated what an inclusive and accommodating space can be like for all, including yourself, include thinking about the welcoming environment, such as reception points, entrances, and exits.

Think about placement of chairs and desks in meeting spaces. A desk in between can sometimes, though not always be a perceived barrier for some. Are there any other external factors to consider, noises from outside the room, the temperature of the room, privacy, depending on the sensitivity of the discussion you are having or intending to have, or even a ticking clock. Is the room busy with posters on the walls.

Consider balancing the space on walls to enable a clear space and reduce visual distraction and clutter. Depending on the environment you are working in, you may be using a face mask or similarly protective face wear. If so, note that this presents challenges with face to face communication through our ability to adapt and adjust is something that we all share.

These are just a few tips for you to consider in raising awareness and trying new techniques, you will find the best methods for you to establish positive engagement with the people you work with on an everyday basis. That's all for now. And we atDiversity and Ability trust that you will find the value in the content of this video.

Thank you for listening. .