

Rapport

There is a saying "we like people who are like us". Rapport is the ability to create a communication that matches the unconscious process of the person being communicated to. These communications are both verbal and behavioural. The ability to obtain rapport by any person is a test of their flexibility. What they are doing is essentially understanding how the other person processes information, and is then using those processes in communicating back to them, even when those processes maybe very different from the processes they naturally use.

When one obtains rapport it is a bit like a dance. The verbal and non verbal communications rather than contradicting each other complement each other, and as a result a successful outcome to the communication process is almost guaranteed.

Unconscious processes that can be matched so as to obtain rapport are body posture, body movements, voice tonality, eye movement, metaphor, representational system, Meta Program, Perceptual positioning, Time line, criteria, and belief. This is by no means the exhaustive list.

Obtaining rapport is one of the most fundamental skills in personal and organisational communication. When you have mastered the skill you will be able to

- Enjoy communicating even with people you disagree with
- Understand more clearly the perspective from which your employee/employer is coming from.
- Use such an understanding in matching and mirroring, to begin to pace and lead others to an "organisational or team perspective".
- Work in a process way which prevents you becoming sucked into the undesirable content of a problem.
- Diffuse organisational flash points with a greater ease in a very short time, leaving no bitter after taste.
- Communicate unpleasant communications in such a way they become accepted.
- Influence employees/employers with a greater of ease and in such a way both parties win.
- Recognise more quickly what is preventing an employee/employer from coming on board.

