

Building REAL Rapport

Rapport is the ability to relate to others in a way that creates a level of trust and understanding. It is important to build rapport during review conversations to ensure that you and the staff member feel comfortable, relaxed and open to each other's viewpoints.

Keep in mind the following guidelines for conducting conversations that build rapport and trust.

Respond to show you are listening (body language, tone of voice)

Echo back words they use

Acknowledge..... (reflect back what you hear, show deep understanding, build on comments/reinforce the positive)

Listen actively to what is being said

Adopt a collaborative, collegial approach:

