

Establishing REAL Rapport

Build lasting relationships with a practical outline using the REAL Rapport Model.

Respond Respectfully

- ① Keep a relaxed and open posture.
- ② Remember to not your head and maintain eye contact.
- ③ Avoid interrupting others. Adopt attentive silence such as “Hmm,” or “I see now”.
- ④ Choose an environment with minimal distractions and observe appropriate physical distance.

Echo back key words, feelings and gestures to engage and support

- ① Paraphrase or summarise details once in awhile.
 - “So, you’d like more variety in your work?”
 - “In other words, you believe Option A is better than Option B from experience?”
- ② Reflect key feelings and label the intensity correctly.
 - “You think this task is a little bit too challenging, right?”
 - “So, you feel annoyed that no one has mentioned this to you before?”
- ③ Match their posture and key gestures.

Ask open questions to clarify, grow responsibility and plan

- ① Ask questions that clarify perspectives.
 - “Let me check if I go this right. So, you think this is happening because...”
 - “The way you see it, this is because...”
- ② Use questions that prompt others to think of solutions on their own.
 - “What do you think you can do tho change this?”
 - “What have you tried so far?”
- ③ Take on a neutral style of asking questions.
 - Use “and” for “but”
 - “What do you think” instead of “why”
 - Try “prefer” or “need” for “should”

Look at body language and listen

- ① Talk Ratio: 30% of the talking by leaders and 70% by the team
- ② Be conscious of your non-verbal cues such as facial expressions, vocal cues, posture, gestures, and your grooming.
- ③ Pay attention to their words and actions. Clarify as needed.