



# Building and Testing Rapport

Creating and sustaining relationships of trust and understanding

## HARD SCIENCE FOR HUMAN SKILLS

**Rapport** is a term that is often used but seldom understood. It is often interpreted as a conversation that will cause liking to occur between two people but this is not the case. Building rapport involves building relationships of trust, understanding, and co-operation in short periods of time using tactics and techniques that go far beyond a conversation about the weather or the football. Testing rapport requires knowledge and understanding of how rapport is created at social, psychological and neurological levels.

It requires an understanding of how people form connections and how those connections may be enhanced or eroded. People who have rapport based relationships are far less likely to suffer from miscommunication and misunderstanding. They also tend to make stronger connections and communicate more effectively. This course explores how people engage with each other and teaches how to find commonality with those who may have conflicting views or opinions. It teaches participants to confront their own thinking patterns and how to use perspective to manage their own biases and reduce flawed perspectives.

### The core learning outcomes are:

- Defining rapport (conscious and subconscious)
- Explaining the role of rapport
- Differentiating between rapport and liking
- Explaining the rapport models
- Understanding the impact of biases on rapport
- Explaining the role of perspective in rapport
- Demonstrating the skills required to build rapport
- Demonstrating the skills required to test rapport

## Who should attend?

Anyone dealing with people where initiating, cultivating and sustaining relationships of trust and understanding would be beneficial. Practitioners who would gain advantage from building relationships that would be conducive to providing important or closely held information.

**Latest public course schedules, dates, prices and locations are posted at [www.newintelligence.com.au](http://www.newintelligence.com.au)**

**Private group courses are also available at fixed group rates.**

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*New Intelligence is the only Australian company using the latest research and practitioner feedback to develop training in rapport – and Australia's only provider of Human Skills Training.*

A company CIO smiles at the sales consultant and signs a 3 year contract for his company's services; a serial killer grimaces and starts to tell a homicide detective about unknown victims that he has kept secret; a depressed father breaks down and explains to a counsellor how a previous car accident makes him fearful all the time; a friend laughs and recollects good and bad times from the 20 years since she saw her friend last.

In all these cases rapport is at work in exactly the same way, just in different contexts. In contrast, charisma or liking is not at work in all cases and is far less significant in those where they operate. In their studies on rapport in forensic interviewing settings, psychologists at Queensland's Bond University found that people operating under conditions of rapport provided more information and better quality information compared to people

operating outside rapport conditions. They also found subjects tried harder in the interaction when rapport was established and that rapport approach created increased potential to "substantially increase correct responses without increasing incorrect information". So whilst effective rapport may take longer to establish, it will significantly increase the outcome of an interaction.

## REGISTRATION FORM

Name \_\_\_\_\_

Organisation \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Mobility or dietary requirements? Please Specify. Yes

\_\_\_\_\_

### Course Details

Course Date: \_\_\_\_\_

Course Location: \_\_\_\_\_

Course Price (including GST): \_\_\_\_\_

Cancellation Policy can be found in the Terms of Service at [www.newintelligence.com.au](http://www.newintelligence.com.au)

### Payment Method

This notice will be treated as your official TAX INVOICE upon Intelligence Pty Ltd (ABN 53 117 410 670) trading as New intelligence receiving payment for your attendance at this event.

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**For further information or to register contact New Intelligence**

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