

Building Rapport

Probably the most important element in any form of hypnotic or nlp intervention or therapy is the ability of the Practitioner to build rapport with his/her client. It is also probably the least understood and most neglected.

To be like a person is to be liked by that person. In order to be like a person we need to model (copy) every facet of that person's behaviour.

Remember to have rapport with a person you do **not** have to like them. You just need to **be like them**. However when you have gained rapport, the process becomes two way and you will find it increasingly difficult not to like that person.

The process of rapport building becomes easier if we split the process up into its constituent parts.

1. Mirror the way a person is sitting or standing
2. Mirror their gestures
3. Match their mode of breathing. Breathe in and out at the same time,
4. Match the depth of breathing.
5. Match the location of breathing, up into the chest or down into the diaphragm.
6. Listen to the tense of the words used and copy them
7. Listen to the words used. Are they primarily visual, auditory or kinaesthetic?
Mirror them in your own speech
8. Listen to the phrases or colloquialisms used and mirror them in your own speech
9. Listen and model the volume of speech being used
10. Listen and model the volume of speech being used
11. Listen and model the speed of speech being used
12. Note the mood presented and laugh or be serious (or depressed) as appropriate
13. Note the sense of humour and use it yourself

The process of modelling is complete when you feel really comfortable with that person and that person feels really comfortable with you. At this point the Practitioner can unobtrusively do something slightly different like touching an ear or crossing his/her legs. If the client unconsciously copies this changed behaviour, rapport really does exist and the process of leading into another behaviour is under way. The skilled Practitioner can now continue the process by leading them into the desired behaviour. How to do this? All you have to do is model this desired behaviour and the 'in rapport client' will automatically copy. For example once a depressed or anxious client is in rapport with the Practitioner s/he can start modelling relaxed or confident behaviour.

Building rapport is not a complete intervention in itself but the first step in the process of generative change.

As you will understand, this process is invaluable in all areas of life including therapy, relationships, business, sales and industry. It is the foundation on which all human communication is based. And that's a BIG chunk, is it not?