Title: Rapport Reflection

Exercise Code:

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| Modules: | Group size: | Duration: |
| 1. Social Learning | Small group  Large group | 90 min |

# Purpose:

* To empathize with the people you talk to

# Description:

In NLP (Neuro-linguistic programming) the so-called rapport is "a basic technique that combines communication and relationship; it is the general condition when it is possible to communicate effectively" (Wikipedia), and it is crucial to establish a good relationship between two partners in a conversation.

To understand how it works in a natural and unforced environment, it will be sufficient to observe how people relate to each other. The exercise can be held in the following way:

* We form groups of 3 or 4 people;
* The groups will go out to meeting places (shopping centres, city centres, dining areas, etc.);
* The groups will observe discreetly, so as to pass unnoticed, people, known or not, while talking to each other;
* The groups will observe and take note of:
  + the gestures of the interlocutors (body movements, face expressions, and possibly the tone of voice);
  + the similarities and differences of such gestures.
* The groups will discuss the gestures with the feeling that they have had on the kind of interaction that took place between the interlocutors (friendly, detached, tense, etc.)

# Material:

Pen and paper

# Methods:

Discussion, experiential learning

# Advice for Trainer:

In case of resistance or misunderstanding from the participants, the trainer may share the information that we tend to be with people who look like us, and this affects us subconsciously creating a natural reflection of the gestures and posture of the person we face; that's why many sellers appear to be "friends" of the potential customer they tend deliberately to be similar to them in gestures.

# Source/Literature:

Modified and adapted by LiberEta from: NLP in selling: How to use your mental strength to motivate yourself, build trust and close the dial - Robert Mark Jakobsen – 2009