

### 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.

- R** Relax your posture (sit/stand, breathe)
- E** Establish eye contact
- A** Ask open-ended questions (e.g. "How do you feel about...?")
- L** Listen actively and attentively

### APPLYING THE REAL RAPPORT MODEL

