**EPSRC Inclusion Matters**

**Building Rapport**

In the next two videos we look at building rapport.

Question:

1. What do you think are the key aspects of building repport?

Take two minutes to consider your response to this question.

We then offer six core aspects around:

1. appearance,
2. find common ground / shared experience,
3. showing an interest,
4. showing empathy.
5. mirroring and matching,
6. communication.

**Appearance**

We touch on unconscious biases, the prejudices we have and hold we don’t know we have and hold. We all have these. Some of the key unconscious biases are:

1. conformity (peer pressure),
2. beauty (looks = success),
3. halo (one good thing = everything positive),
4. horns (one bad thing = everything negative),
5. similarity (someone just like me),
6. contrast (do they stand out?),
7. confirmation (look for evidence to back up opinion).

Unconscious biases sit within our blind spots (Johari Window)

**Common Ground**

To build effective relationships we need to find our shared interests and common ground.

**Show an interest**

There needs to be a curiosity in the other person, so there is a need to develop curiosity. Remember the Mentoring Handbook / Guide - new questions to find new answers, through new thinking. We disrupt our current thinking by disrupting our ‘habitual questions’.

The 6 questions - *What, why, when, who, where,* and *how* are the best friends of curious people.

**Empathy**

Empathy is one aspect of emotional intelligence: self-awareness, social awareness (where empathy sits), self-management, social management (social skills).

Empathy shows a deeper level of emotional intelligence about people and situations. Emotionally intelligent people will ask good questions, listen to what others are saying and stay focussed during the conversations. This stands at odds with people who are listening more to their own inner chatter and judging others for who or what they are.

**Mirroring and matching**

This is a mechanism that shows (mostly unconsciously) that you understand the other person (or are in tune with them) through mirroring and matching their body posture, tone etc, so connects to our earlier conversation around non-verbal communication.

Mirroring and matching is also useful for disrupting, especially if the other person is expressing emotions that are low, depressed and negative. Likewise if someone is angry or agitated. We are likely to convey the opposite behaviour, ie, positive and upbeat with a positive mental attitude, or calm and even conveying lots of empathy. This is about helping the other person to change their state.

Change your bodily posture (or movement). Think how impossible it is to feel depressed when skipping. Or how difficult it is to skip when depressed. Think how difficult it is to smile when you feel angry. Or how impossible it is to feel angry when smiling. Move your body and you move your state.

**Communication**

We finish off with another reference to communication, as especially referenced back to body posture, tone and those non-verbal aspects.

Effective communication, we now know, is not about communicating with people the way you would want to be communicated with, but about communicating with people they want to be communicated with (consider the four key personality types).