



Building Rapport



Evoking the hidden potential in your connections.

Introduction

The first meeting with a person, a prospect, or an organization is perhaps the most important opportunity to establish rapport and to begin building a relationship that could last for a very long time. How this meeting is conducted and to what degree the dialogue establishes an authentic connection, leading to a sustainable relationship, is fully your responsibility.

Theory

The first minutes of a meeting between you and let's say your client, establishes a relational ground in which resides a **hidden potential**.



There is always something “here” waiting to be revealed.

If the meeting is conducted with this consideration in mind, the potential for this **Third Thing** will become so evident it is hard to ignore. When managed properly, the “organic” nature of this potential will emerge within the dialogue and assert the dynamics necessary to establish an authentic relationship. If you want to be successful, cultivate this potential.

Process

The language of negotiation is primarily a language of conversation and rapport: a way of quickly establishing relationships and getting people to talk and think together. — Voss, Chris; Raz, Tahl.

First Contact

You start the meeting with introductions and a brief framing of your expectations and the potential outcome for this meeting. This frame provides a picture of what to expect — getting to know one another, information about the company, assessing the client’s needs and expectations, gathering information, and more. Imagine: The feeling is of your body leaning forward while holding the process offering an experiential posture that mirrors the relational dynamic that you are in the process of establishing. — The expanding and contracting and developing relational vessel demonstrated by this interpersonal movement.

Listen and Understand

You sit back and listen to what the person has to say as you piece together their story. This is the beginning phase of rapport building where you make room internally for the other person.

You are at once the guest as well as the host.

First the guest

Now the host

“My main practice is stopping and listening to the heart. It’s like a moment of Quaker silence. Even if I can’t stand still, I stop inside, step out of the drama, recognize the pain, the busyness, and being lost. I breathe and return. With my family or students, I try to come back to my own heart before speaking, to hold or acknowledge what’s



needing attention in me. Then I include them in that space of heart. This makes a strong presence, a connection.” Quote from a Sufi teacher. (Kornfield, 2000, 233)

Meaning Making

You begin to mirror and offer feedback regarding their “story.” These are the formative negotiations, on a subliminal level, for the full formation of the **foundation of a relational body**. Mirroring and feedback inform a relational body that two people are developing the potential and a basis for future relating.

Rapport

Rapport is established and cultivated in this early stage of your interactions. Rapport is another word for describing a relational body or vessel in which what affects one person affects the other.

Identify Need and Generate Possibility

With a significant degree of rapport building, you now lean forward and briefly and elegantly identify your perceptions of the other person’s needs and “point to” possibilities regarding solutions.

Framing

You sit back and create a verbal mental picture of the outcomes that will be beneficial to both of you. The act of framing creates context or the basis for what is to follow. Basis refers to the “ground” on which all relational life forms.

Basis relates directly to the true nature of a thing.

Claiming

You position yourself to move into a close where each of you take on the responsibility, authority, and control required to be empowered to meet the agreements that will consequently evolve and exist within your relationship.



Close

The close occurs by simply stating the next step. This is perhaps the first agreement made within the evolving relationship. With this relatively small decision a template is formed in which what was once separate is now beginning to connect and in which you have clarified a joint mindset. *Closing* refers to the beginning of the formation of the relational vessel. The “closed” is revealed when there is the first indication of the potential for relationship.

Completion Point

There is a point at which the process of this first meeting cannot proceed, without the risk of losing rapport. This completion point informs all parties that it is time to conclude the meeting, acknowledge the progress made and to consider what are the next steps.

Agreements-Linking

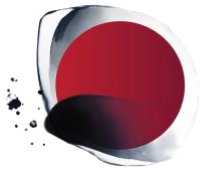
Both parties bring the meeting to a close and frames a clear agreement with the with regards to next steps.

Rationale

The rationale for clearly delineating the degrees of relational posturing becomes a “map” of the potential for relational territory.

Testimonials

“I really do not have a lot to say about the last meeting other than it was extremely effective. I liked that many of us challenged you along with each other without taking it personally. That is refreshing. There were so many good points made and the one that intrigued me the most was the simplest of them all. Rapport. You mentioned that to communicate effectively you need to establish rapport. This has been the message since day one. What I really didn't realize was that you need to establish rapport at all times, with all people. In other words, even when you talk with someone you know very well or in front of a group of people, you need to establish rapport before taking any additional steps to communicate. What a great way to approach any situation. We talked about



it briefly the other the day, but I think it is something that is frequently overlooked. If rapport isn't established up front, it's as if everything else to follow will be very difficult to communicate. This is a tool I believe to be invaluable. Rapport is like the foundation of a house...you need it to build a strong, solid structure.” —Rick A.

Theory

“Learning how to interact with out-of-control dynamics doesn't mean that you let everything go to hell in a handbasket. It means that you stay better plugged in to existing forces (emotions) in the system and **earn reciprocal rights** to influence that system.” —Simmons, A, p. 249).

References

Kornfield, J. (2000). *After the ecstasy, the laundry: How the heart grows wise on the spiritual path*. New York: Bantam.

Simmons, Annette. *The Story Factor* (p. 249). Basic Books. Kindle Edition

Voss, Chris; Raz, Tahl. *Never Split the Difference*. Harper Business. Kindle Edition.

Links

- [DrTimothyDukes.com/Library/Inquire/Quantum Relationship](https://DrTimothyDukes.com/Library/Inquire/Quantum%20Relationship)

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The Tim Dukes Method provides an opportunity for self-reflective individuals to cultivate the capacity to receive into consciousness hidden aspects of the self, claiming your unique gifts – ensuring that today's brilliance successfully transitions into tomorrow's wisdom. The Tim Dukes Method is designed and implemented by Dr. Timothy Dukes for determined creatives to ensure long-term viability — as a continuing investment in the well-being of yourself, family, organizations, culture, society, and the Earth itself.