

Intro to Kingdom Coaching – Tools For Creating Rapport

Have you ever met a person for the first time and felt instant trust and connection? What is it that makes us instantly feel comfortable with some people and not with others? The answer is rapport. The dictionary defines rapport as **having harmonious relation, connection or trust**.

Have you ever studied the body language of lovers and notice how they seem to be perfectly in-sync with each other? This matching has been called "**mirroring**" in NLP. The principle is that, in general, people like and trust people who are like them.

Tool #1 - Mirroring

Mirroring is a powerful tool for building trust and connection. It includes matching observable qualities such as:

- Facial expressions
- Posture and body language
- Energy levels and breathing

Creating rapport is both an art and a science and it can be learned by implementing the following:

- **Practice being fully present** with the person you are communicating with.
- **Observe** their expression, the angle of the tilt of their head, their posture.
- **Listen** to the key phrases they use when speaking. These phrases will help you discover their sensory learning preference.

Tool #2 - Sensory Preference

Our sensory preference is the type of sensory data that our brain processes the quickest and in the most energy efficient manner. There are

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three sensory modalities: Visual, Auditory, and Kinesthetic. Although we all use all our senses most of the time, there is usually one that registers in the brain the quickest and with the most intensity.

Are your Clients Auditory? Listen for phrases such as:

"I hear you"
"*Sounds like a plan*".

Are they visual? You will hear them use phrases like:

"*I see what you mean*".
"*Looks like a good idea to me*",

Or are they kinesthetic? Kinesthetic phrases often include the word "feel". For example:

"I just don't feel right about that".
"I have a gut feeling we shouldn't do that"

Imagine being lost in France and everyone trying to guide you in French and you speak English. Suddenly someone appears speaking perfect English. Relieved you may feel like you found your new best friend!

Final Word - Creating Rapport "Ego, Enthusiasm and Edification"

Imagine you arrive at your business appointment ready to complete a transaction when suddenly your appointment comes bouncing in dressed in a cheerleader outfit. Mismatch would be an understatement describing the difference in energy and expectations at that moment. Although this is an extreme example, the truth is we are often not conscious of the disparity between our client's signals and our own.

Often, as we engage in conversation, we do not fully listen and give attention to the other. Instead, we are busy formulating what we are going to say next. The ego gets involved and our tendency is to tell an even bigger and better version of the story we are hearing. **Ego is the greatest enemy of building rapport or relationships**.

As you ask questions and **listen attentively, pay attention** not only to the details of the content but also of their person. For example**, what is their**

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energy level like? There is nothing more annoying to a person who is exhausted, feeling down, and lacking energy that someone rolling over them with unbridled enthusiasm! On the other hand, if a person is speaking rapidly and bouncing with energy it will feel like an energy drain if the other person drones on slowly with minimal energy. **Work towards matching their rate, volume, and tonality of their speech.**

One of the most powerful skills in rapport building is the skill of edification. The **English words edification, edify, and edifying all translate from a Greek word which means "to build up."** This Greek word joins two words together. They are the Greek word for "build" combined with the Greek word for "house." The combination, then, means to "build a house." In the New Testament, the word is applied to **building the spiritual growth of Christians**.

The key is to be genuine, never flattering, or superficial. Focus on the character traits and skill sets you see in each individual. **All people have hidden gold within them. Be the miner that digs it up and brings it to the surface. When you do, everyone wins.**

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