

### Rapport Techniques

First things first, recent research indicates that rapport can be faked. Doctors in a Boston Hospital, who have struggled to feel empathy with patients, have been encouraged to pretend empathy so that their doctor-patient relationships improve with increased engagement. So what kind of approaches are useful when trying to develop rapport?

#### Top tips to develop rapport:

1. Before you even say “hello”, tell yourself that you are really looking forward to meeting the person and find out more about them. It will reflect in how you come across.
2. Eye contact. Not all the time, that’s weird, but showing you are listening to them.
3. Be polite, confident and friendly. Try asking them “how they are” and listen to the answer....
4. Use open questions and wait for them to answer. They want to be heard not lectured to.
5. Note your body language and try to keep it as open as possible. Try to lean forward – it shows you’re interested.
6. Try to mirror the pace of their conversation and even, in a general way, their body language.