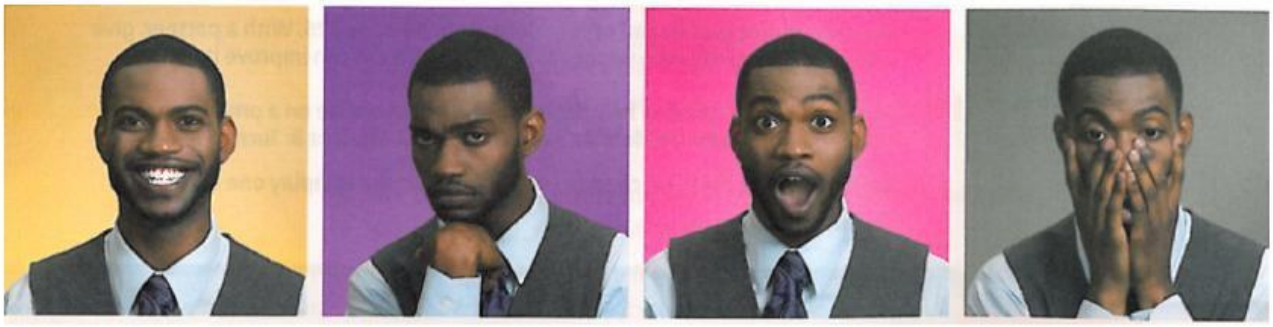
Building rapport

1A **Read the definition of building rapport. Discuss how you can build rapport with someone you meet for the first time.**

> Building rapport is about developing a shared understanding with another person or group of people that facilitates and improves communication.

B **In small groups, think of two examples of spoken and non-verbal (body language) techniques for building rapport with new colleagues or students in your class.**

spoken: asking questions, non-verbal: lean forward slightly (if sitting)



2 1.3.1 **Watch the video as Daniel and Alex prepare for the graduate trainees' induction meeting and answer the questions.**

1 How does Daniel describe Beata?
2 What is Jessica looking for in an employee?
3 What do we learn about Alex?
4 What does Alex do to try to build rapport with Beata?

LIVEWORKSHEETS

3A **In small groups, discuss which is the best approach (Option A or B) for Beata to take as she meets members of the team for the first time. As a class, decide which video to watch first.**

Option A – Beata tries to build rapport by listening to her new colleagues.

Option B – Beata tries to build rapport by demonstrating her knowledge of the product and the company.

B **Watch the videos in the sequence the class has decided and answer the same questions for each video.**

1 How does Beata try to build rapport with Alex/Jessica?

2 Is she successful? Why / Why not?

3 What will be the long-term effect of this?

LIVEWORKSHEETS

6 **Reflect on how you build rapport when you meet someone for the first time. Then work in pairs and discuss these questions.**

1 Which of the verbal techniques mentioned in Exercise 1B do you use in your language?
2 Which of the non-verbal techniques do you use?
3 Which of the techniques you have seen would you like to learn or start using? Which do you consider especially useful?

Asking questions to build rapport

7A **Complete this extract from the conversation between Alex and Beata using the phrases in the box.**

do you know	how long	what did you (x 2)	when were	where exactly

Alex: I hear you lived in Tokyo. [1]_____ did you live?
Beata: Suidobashi. [2]_____ it?
Alex: Ah, yes, near the baseball park. I lived there myself for a while. Loved it. [3]_____ were you in Japan for?
Beata: Five years. [4]_____ you in Tokyo?
Alex: 2013 to 2015. About eighteen months.
Beata: [5]_____ do there?
Alex: Teaching English, mainly.
Beata: Teaching. Interesting. [6]_____ like best about it?
Alex: Mainly the food!

B **Match a question from Exercise 7A to each category, to ask about:**

a duration **b** likes **c** location **d** timing **e** purpose

C **Match the questions to the categories in Exercise 7B.**

1 Which places did you visit?
2 What did you like about it?
3 How long did you stay?
4 So when did you go to Berlin?
5 What were you doing there?
6 Did you stay long?
7 What did you and your partner do while you were there?

LIVEWORKSHEETS

Asking questions to build rapport

1 **Put the words in the correct order to make follow-up questions.**

A: I hear you speak fluent English. Where did you learn it?

B: My parents worked in the UK. We lived in a town called Abingdon. [1]_____ ?
(it / you / do / know)

A: Yes, I do actually. I studied near there for two years at the European School.

B: Really? Me too. [2]_____ ? (in / Abingdon / how / for / long / were / you)

A: Three years. From 2012 to 2014. [3]_____ ? (stay / long / how / you / did)

B: From 2008 to 2012. My mother worked in Oxford.

A: My father worked there, too. [4]_____ ? (live / exactly / where / you / did)

B: We lived in a small village called Burcot. Then we moved to London.

A: That's interesting. [5]_____ ? (there / do / what / you / did)

B: I went to university. Did you like England? [6]_____ ?
(visit / which / you / places / did)

A: London, Bath and parts of Scotland.

B: [7]_____ ? (it / what / about / you / did / like)

A: I loved everything – the green hills, the grand buildings and all my friends!

B: Me, too. I miss it now!

LIVEWORKSHEETS