

HOW TO DEVELOP RAPPORT

MAKING A GOOD FIRST IMPRESSION

Although you may think you'll know instinctively what kind of first impression you're going to make, it can be helpful to prepare for a meeting with someone you haven't met before by answering the questions below.

- How do you want to come across?
- What do you have in common?
- What are their interests?

This way you will be able to demonstrate both who you are and engage confidently with the other person.

Question	Response
How do you want to come across to the person you are about to meet?	<ol style="list-style-type: none">1.2.3.
What do you have in common with the person you are about to meet?	<ol style="list-style-type: none">1.2.3.
What interests you about the person you're about to meet?	<ol style="list-style-type: none">1.2.3.

HOW TO COMMUNICATE EFFECTIVELY

GET YOUR STORY STRAIGHT

This exercise is designed to help you communicate your message effectively by sticking to the important points. Write a summary of your communication. This should be a written preview for the audience of no more than 30 words.

Summary (30 words)

HOW TO COMMUNICATE EFFECTIVELY

DO YOU AGREE WITH YOU? (STEP ONE)

In this exercise you'll record your behaviour to see how you really do communicate (using a camcorder, camera or mobile phone). Once you've done it:

- Play the recording back and rate your performance in each of the 'behaviours' in the table
- Pretend you are someone in the audience, listening to you – would you be convinced?
- Ask someone whose opinion you'd value to watch your video and rate your performance.

1. Very ineffective 2. Ineffective 3. Effective 4. Very effective

Video Ratings	
Behaviour	Rating 1-4
Is the message/story clear?	
Is it suited to the audience?	
Did you build rapport?	
Do you come across with credibility?	
Do you appear confident?	
Does your body language convey the right message?	
Do you seem to believe in what you're saying?	
Do you avoid looking directly at people?	
Did you use the Primacy-Recency effect to structure your story?	
Did you stick to a small number of important points?	
Is it relevant?	
Do you use repetition or fillers?	
Do you use an 'Adult' approach? (Transactional Analysis)	

HOW TO ACTIVELY LISTEN

SELF-ASSESSMENT

Completing these statements will identify your listening habits, and indicate where you might improve.

Active Listening Self-Assessment Tool

1. When I have difficulty hearing I...

2. When I have difficulty understanding what a speaker means I...

3. When I agree with a speaker's message, I usually...

4. When I disagree with a speaker's message, I usually...

5. My responsibility as a listener in any situation is...

6. As I listen to someone speak I do the following to help myself understand the message...

7. The most important thing that I know about listening is...

HOW TO MANAGE YOUR IMPACT

IMPACT MANAGEMENT TOOL (STEP TWO)

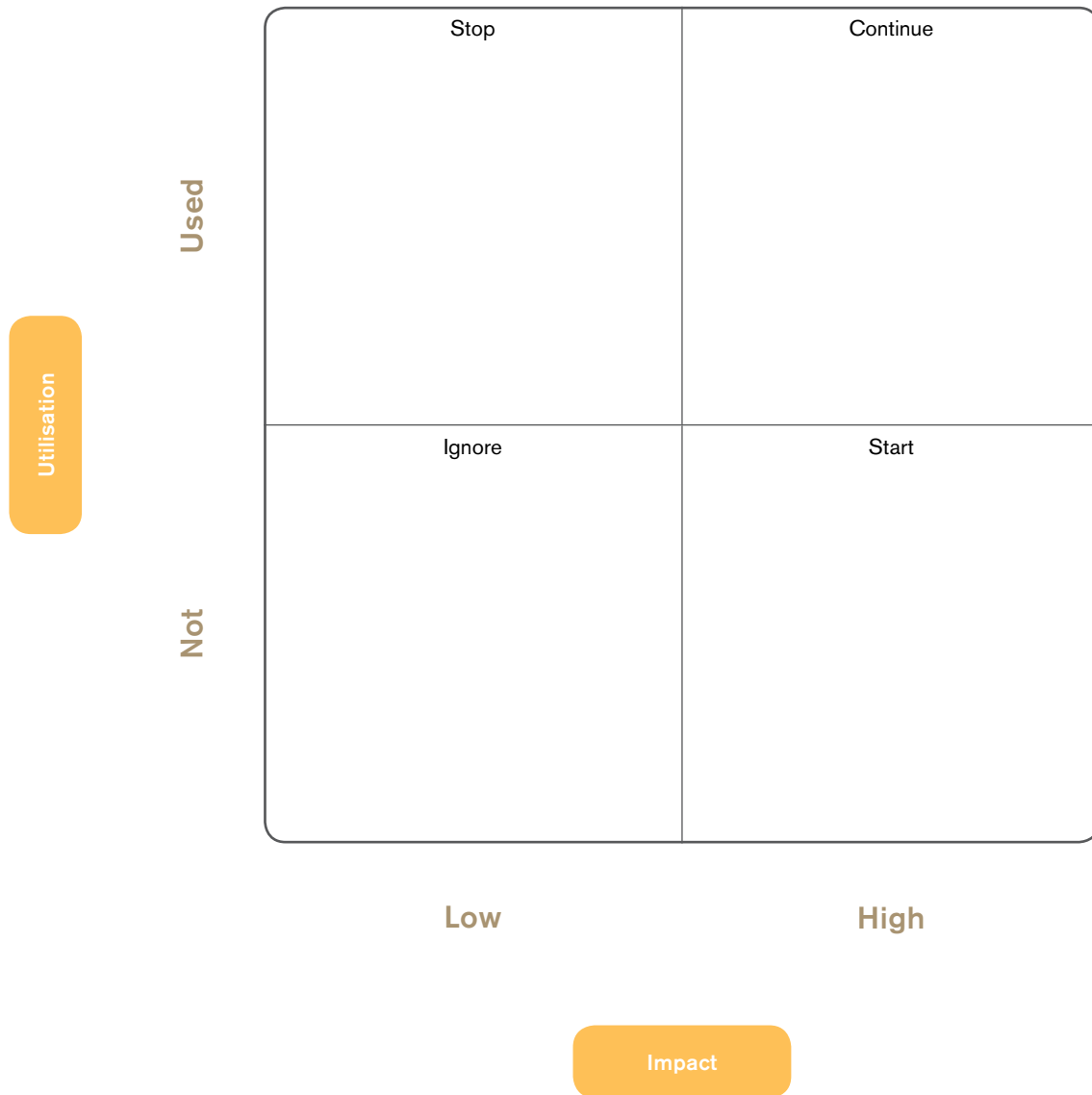
Think about two situations, one where you made a high impact and one where your impact was low. Answer the questions below with each of these situations in mind.

Impact Management Tool	High Impact	Low Impact
<p>The situation:</p> <ul style="list-style-type: none"> ● Who was involved (e.g. the audience)? ● What did I hope to achieve? ● What approach did I take? ● Why did I take this approach? 		
<p>What were the highs:</p> <ul style="list-style-type: none"> ● What worked well? ● What aspects of the situation made me feel good? ● Why? ● What positive feedback did I get? 		
<p>What were the lows:</p> <ul style="list-style-type: none"> ● What didn't work well? ● What aspects of the situation made me feel disheartened? ● Why? ● What negative feedback did I get? 		
<p>Identify a role model:</p> <ul style="list-style-type: none"> ● What would they have done that would have had a more positive impact? ● Why would they have done that? ● How is my approach/behaviour different from the role model? 		
<p>Reflection:</p> <ul style="list-style-type: none"> ● What were the key elements to creating a positive impact? ● How can I optimise this behaviour again? ● What were the barriers and challenges to creating a more positive impact? ● How could I overcome these barriers? ● How could I have improved my impact in this situation? ● What would I have achieved by doing this? ● What support do I need to help me create a more positive impact? 		
<p>Feedback:</p> <ul style="list-style-type: none"> ● What feedback have I received on my impact? ● What have I done with this information? ● How has this changed my behaviour? 		

HOW TO MANAGE YOUR IMPACT

IMPACT MANAGEMENT MATRIX

Review the situations that you have described in the Impact Management Tool on page 68. Identify any themes relating to you having a high impact or any relating to a low impact. Insert the high- and low-impact themes into the matrix according to their impact and how often you use them.



The matrix will then indicate whether you should: stop doing this, continue with what you are doing or ignore it.