



# ARC Counselling and Information Service

## Peer mentor training – worksheet

### Rapport

Rapport is a natural unconscious process that happens between people who get on well with each other. Building or creating rapport with someone will put them at ease and make them feel more comfortable. It will help them to trust you.

### Creating rapport

You can create rapport with people by:

- Matching body language or posture
- Matching breathing or blinking speed
- Matching mannerisms, gestures or facial expressions

However, there is a difference between **matching** and **mimicking**. Mimicking will feel insulting or offensive. It's a fine line between the two, but if you cross that line, just pull back and start again.

### How to build rapport, step by step



When you start to practice matching, do a little bit less and do it a little slower. Try to be subtle.

Think about your own body language:

- Are your legs crossed or are they relaxed? What are your arms doing? Are you frowning or smiling? Is your face relaxed or tense?
- What do you think these things say about you?

What would you like your body to say about you? How might you go about doing this?

Think also about how you respond to the other person. If they start shouting, how do you react?

Think about how you might match them; and then how you might influence or change what is happening. For example, when someone is shouting aggressively, raise your voice to their pitch, but not their aggression. Speak loudly, but calmly. Then slowly and subtly lower your pitch and you may notice that theirs will follow suit.