



# Performance Advantage Systems

*Actionable Intelligence for Leaders*

## Power Up Your Rapport

By

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At the beginning of the day and at the end, every business is about people – the people who work within the business as well as the customers of the business.

Businesses often succeed, if not thrive, because of the solid relationships among employees.

Initially, rapport opens the door to relationships because rapport creates shared feelings of connectiveness and reciprocal respect. These relationships therefore prosper in trust, transparency, and mutual benefits.

So how does one go about establishing this rapport? Simply by doing three things (that you already know how to do but may not consistently do) to demonstrate *genuine interest in the other person*.

- 1) Focusing on the other person. Even if you feel a sense of urgency to have him/her focus on you – remember that your turn will come!
- 2) Asking mostly open-ended questions. Without interrogating!
- 3) Listening with curiosity. Letting the other person know that you are understanding, interested, and *caring* about what he/she is saying.

The benefits of rapport are real and immediate. Since there is psychological safety, conversations flow and are comfortable and productive. Over the long-term, rapport (emotional connectiveness and reciprocal respect) supports relationships when differences need to be resolved.

Remember that doors can easily and quickly close which means that rapport needs to be continually renewed to sustain the relationship.

**How effective are you at building rapport?**

**How effective are you at sustaining rapport?**

**What do you need to do to Power Up Your Rapport?**

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