

ACTIVITY 5

Building rapport

When in the company of others, have a (discreet) look around at other people talking together. Look for examples of similarities or 'synchronicity' between them, using these questions to guide you:

- Are their body postures similar?
- Do they use similar hand movements?
- Look at their faces, especially their expressions. What do they tell you?
- Are their moods similar?
- How similar are their voices?

There are other elements that could be added to the list but the important thing is that you are able to see for yourself how this happens.