

THE “R” FACTOR

The Nursing Professional and Rapport

WHAT IS RAPPORT?

DEFINITION:

Webster’s New Collegiate Dictionary tells us that rapport has to do with relations, especially relations marked by harmony, conformity, accord or affinity.

ACTUALITY:

When people are like each other, they like each other. Rapport is a process of responsiveness, not necessarily “liking”.

RAPPORT IS:

Rapport is communication.

HOW DO WE COMMUNICATE?

BIRDWHISTLE STUDY:

A study at the University of Pennsylvania on communication by Dr. Birdwhistle showed that communication, when looked at on a 100 point scale, was only 7% verbal. The breakdown is as follows:

- 7% verbal
- 38% tonality
- 55% physiology

EFFECTIVE COMMUNICATION

An effective communicator is someone who knows how to get into rapport and stay there.

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RESPONSE:

Our responses are mainly to what is verbally communicated (7%). People sort through the words, and ignore the rest (93%).

PAY ATTENTION TO THE 93%;

To get into rapport you must mirror or match the key elements of the individual's physiology, tonality and words.

BE FLEXIBLE:

The Person with the most flexibility will be the controlling element in the system. When you haven't gotten the outcome you want, to influence, change your behavior.

THE BASIS OF INFLUENCE

THE BASIS OF INFLUENCE IS TO PACE AND LEAD:

- LEAD--Communication from colleague, et al.
- PACE—Respond by mirroring or matching. The relationship gets closer and closer and the boundaries blur.
- LEAD--Introduce idea (if colleague mirrors you have rapport) (this is an agreement)
- KEY---Never go more than one step beyond your last agreement.

All effective communication is, is a series of agreements between parties. You want a duologue not a dialogue.