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# S6

## TRAINING SESSION: RAPPORT BUILDING – EXPLAIN IT TO ME

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### *Aim*

To improve participants' knowledge of and skill at rapport building.

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### *Overview*

Groups of participants review their knowledge of rapport building by explaining it to a variety of different 'characters'.

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### *Numbers*

Any number working in groups of three or four.

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### *What you need*

- Resource 1 – The characters
- Resource 2 – Key elements of rapport building
- Handout 1 – The brief
- Handout 1 – Action plan
- Handout 3 – Report back (for evaluation)
- A bag or cup

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### *Preparation*

1. Copy Resource 1 – The characters, cut out the boxes and put them into a bag or cup.
2. Copy Handout 1 – The brief (one per group).
3. Copy Handout 2 – Action plan (one per person).

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4. Set up your room so that participants can work together in groups of three or four.

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### *What to do*

#### **Activity – 00:07:00 – Groups**

- Place the participants into groups of three or four.
- Give each group a copy of Handout 1 – The brief.
- Hand round the bag of ‘characters’ and ask each group to pick one at random.
- Tell the groups that in 5 minutes you will ask a representative from each group to explain some of the key elements of rapport building as though they were explaining it to the character that they have just selected.



#### **TRAINER'S NOTE**

Depending on their level of knowledge, you may need to prompt some groups with ideas, using Resource 2 – Key elements of rapport building.

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- After 5 minutes, ask the representative from each group in turn to 'perform' their explanation to the rest of the groups. (Allow a further two minutes.)

**Reflect** – 00:00:30 – **Individuals**

- Ask the group to reflect for a moment on the new insights that came to them as a result of hearing the different styles of explanation.

**Conclude** – 00:01:30 – **Whole group**

- Ask for individual suggestions of things that people could do differently as a result of the insights that they have had.
- You may wish to use Resource 2 to prompt responses if necessary.

**Plan** – 00:01:00 – **Individuals**

- Give each participant a copy of Handout 2 – Action plan, and ask them to complete it.

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*Evaluation*

Two weeks after the event, send a copy of Handout 3 – Report back, to each participant, asking them to complete it.

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**FOR PREVIEW ONLY**