



**FREEDOM ENGLISH ACADEMY**  
**COACHING FOR PROFESSIONAL JOBS**

# STM 20 - Building Rapport

**Duration: 1 Day**

v2.5.19

**Objectives:**

- Participants should be able to understand what rapport is.
- Participants will reflect why it matters at workplace.
- Participants will learn some practical ways to build it.

**Material Required:**

- A4 size white sheets
- Videos: Bridging divides through dialogues and Being an ally
- Stationery item

**Ideal for:**

- Branch Managers and Deputy Branch Managers
- Those who have already attended Active Listening

# STM 20 - Building Rapport

Time	Objectives	Activities
9:00am – 11:00am	Introduction and setting objectives	<p><b>Icebreaker:</b> Down the memory lane</p> <p>Ask the participants to think of their first day at work as a facilitator. Give them cues as they are thinking - how they felt, what was going on in their minds, what were their expectations, the challenges they faced, the people they met, who helped them, etc.</p> <p><b>Note:</b> Listen carefully and focus on what they say about the person who helped them.</p> <p>Introduce the word 'rapport' by writing it on the whiteboard.</p> <p><b>Ask the following:</b></p> <ul style="list-style-type: none"> <li>• What comes to their minds when they think about rapport?</li> <li>• Who at FEA do they share a good rapport with? Why?</li> <li>• Who at FEA can claim to have a good rapport with them?</li> </ul> <p>After a brief discussion, define rapport at workplace. Then, write the objectives of the workshop on the whiteboard.</p> <p><b>Recap</b> what they learned in Active Listening and Building Communication workshops. Discuss how active listening helps in building rapport.</p> <p>Possible points of discussion: active vs. passive listening, barriers in communication, techniques to listen and communicate better, etc.</p>
11:15am - 1:00pm	Practicing dialogue mode in a conversation	<p><b>Debate - Discussion – Dialogue</b></p> <p>Discuss the difference between them using the video.</p> <p><u>Video: Bridging divides through Dialogue</u></p> <p>Role plays: Divide the class into 4-5 teams and give each team a scenario and 10-15 min to prepare a role play on. Presentation of 5 min to follow.</p> <p><b>Note:</b> Please make sure that you clearly point out (with the help of the participants) the instances where dialogue mode was/wasn't used. Close the activity by discussing how dialogues help us build rapport.</p> <p><b>Scenario 1:</b> During a PLC meeting there's a difference of opinion between a facilitator and the BM. You are the DBM. Facilitate a dialogue between them.</p>

		<p><b>Scenario 2:</b> Your co-facilitator has a habit of not returning the stationery at the designated place. Open a dialogue with him/her.</p> <p><b>Scenario 3:</b> You are the BM and a facilitator at your branch is not receptive towards feedback. Open a dialogue with him/her.</p> <p><b>Scenario 4:</b> There's a shy facilitator who doesn't participate in discussions. Open a dialogue with him/her.</p>
1:45pm – 4:00pm	Creating an inclusive environment by being an ally	<p><b>Energizer: Mirroring (5- 10 min)</b></p> <p>Ask each participant to pair up with someone who they know the least.</p> <p><b>Round 1:</b> Partner A makes a non-verbal gesture that is used in everyday conversation and Partner B imitates it.</p> <p><b>Round 2:</b> Partner B speaks a sentence in a particular intonation and Partner A imitates it.</p> <p>Note: Highlight those who were able to imitate well.</p> <p>Introduce the word 'Ally' and show them the video Bridging divides – Allies</p> <p><b>Discuss - Building Rapport by being an Ally</b></p> <ul style="list-style-type: none"> <li>• Who is an ally?</li> <li>• What do allies do to form alliance?</li> <li>• Why to be an ally?</li> <li>• How can we be an ally?</li> <li>•</li> </ul> <p>Reflect: Ask the participants to reflect on the role plays that happened before lunch. See if they could identify who</p> <p><b>How to create an inclusive environment:</b></p> <ul style="list-style-type: none"> <li>• What is the meaning of inclusion?</li> <li>• How it looks, feels and sounds like at work and personal life?</li> <li>• How does it impact work?</li> </ul>
4:15pm – 6:00pm	Closure	<p><b>Reflection and planning ahead</b></p> <p>Close the session by revising all that was discussed during the day.</p> <p>Ask trainees to reflect and plan ahead using the prescribed format. Thank the trainee for participating before closing the session.</p>