

△ TRAINING OUTPOST

ESTABLISHING RAPPORT

Rapport is the connection we have between ourselves and another person. Having good rapport during interviews helps the person being interviewed feel more at ease. When our interview subject is more at ease, they are more likely to respond in a direct, truthful, and complete manner. When they respond this way, we can have a more complete picture of the events that unfolded and, ultimately, this leads us to a more informed outcome.



Start by finding a personal connection. Without the proper conditions and climate, you will encounter increased defensiveness and decreased information sharing.

- Build trust by conveying professionalism, concern and caring. Without trust, we are locked into opposing sides, each masking and attempting to protect a personal agenda.

- Present yourself in an open and trusting manner by smiling, listening carefully, not interrupting, and genuinely showing an interest in understanding their story.
- Identify commonalities related to things like weather, events on campus, current events, upcoming breaks, and holidays. Try to start from easy subjects before moving into something more personal.



Rapport is easier to obtain when the other person sees you as genuine in your comments and interactions with them. While they may not like what you are saying or asking, if it is done with an approach of respect and truthfulness, most people will respect this and respond accordingly.