

A Study on the NLP Dimensions of Rapport Building and Its Effect on Interpersonal Communication.

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Abstract:

Rapport is one of the primitive human resource skills. It is considered as the essence of all commercial, academic, and executive professions as it entails a close and harmonious relationship between people. It is frequently portrayed as a warm, relaxed relationship characterised by mutual trust, understanding, acceptance, and compatibility among individuals. The ancient traders, business exponents, and industrial exponents have all realised the potential of this skill with people, and as Mike White quotes, "You want to work with people who you like and have easy rapport with."

This paper highlights an NLP-oriented review of rapport science, which could generate focus on contemporary rapport building practises and enhance workplace efficacy, improve interpersonal relations, control conflicting interactions, and create the appropriate personal and professional charismatic influence using some NLP tools and techniques. A detailed insight into the modus operandi of rapport is the focal point of this article, along with the establishment of the co-relational parameters of rapport that bring about a strong interpersonal communication quotient of an individual.

Keywords: NLP (Neuro Linguistic Programming, IPS (Inter Personal Skills) Rapport, Likability Psychology of excellence.

Introduction and background

One of the oldest, yet most current, approaches to the understanding of human behaviour is the study of rapport which is one of the four pillars of NLP expanse. Certain interpersonal interactions, conflicts, and workplace challenges can be moderated with certain tools of rapport building and rapport construction, especially with the NLP techniques that have been tried and tested across the globe by NLP practitioners and their clients.

Rapport is the cult of developing like-mindedness, the likability of a similar state of mind, and is the fundamental aspect of the establishment of a strong and positive brand image. This can be achieved by becoming more like the other person. Hence, the genre of NLP strategies uses this as a matching and mirroring technique, a popular practice among practitioners where the mirror version of an individual and the matching patterns of behaviour, actions, and content, work as the new science of executing mentally enabled embellishments in personal communication.

Likability thereupon can be defined as the ability to build a connecting link, a bridge of understanding and acceptance so that others listen to you and vice versa. It is purely a communication strategy that pacifies and strengthens interpersonal skills that are necessary for the growth and progress of an individual personally and professionally in an organization. As author Andy Andrews states, "Your perspective or beliefs about yourself, and a quality we can call 'like-ability' can be defined as the ability to build rapport so that others listen to you. We listen to the people we like.

Haillo.com (blog) states that the most intuitive and advanced platform for driving understanding and leveraging employee engagement is done by properly designed rapport. Hence, successful communication with rapport helps us live better.

Hailo.com further emphasises that developing strong communication skills as a priority strengthens internal communication, thereby significantly increasing employee productivity.

The sales forces of innumerable multinational companies and business houses that communicate effectively are 50% more likely to have low employee turnover if a rapport culture is underdeveloped and devoid of appropriate interpersonal transactions. On the contrary, if the rightful culture of healthy rapport standards are inculcated and imbibed, a remarkable change and development can emerge leading to formidable success of self and the organization one works for. *Attendance Bot Blog* mentions in *A Guide To Building Rapport in Organizations*, 26th October 2021 (<https://www.attendancebot.com/blog/building-rapport>) "Organizations that know how to build rapport will survive and thrive. Those that fail to build rapport will lag, become a blip, and disappear".

NLP (Neuro Linguistic Programming) - The Study Of Modelling Excellence

'The Ultimate Introduction to NLP' by Richard Bandler et al is a phenomenal expository literature of the marvellous science of programming the mind. The popularity of this science of modelling excellence (Roger Ellerton, 2008) makes it a popular psychotherapy tool across the world. The originators, John Grinder and Richard Bandler, brought up this uniquely devised human behaviour "excellence model" that rapidly embarked on psycho-neurological practices for nearly three decades and is still identified as an outstanding exploration of personal and professional achievements. NLP, as a part of the old school practices of Gestalts and Pavlov, has techniques and methodology for improving effective communication levels and discovering personal evolution, thereby recreating an upgraded version of self and society. A description of NLP involves absorbing information into the schemata of the brain and retaining it as memory and experiences; often undergoing the process of representational systems, i.e., feelings, emotions, belief systems, and practises that an individual undergoes. So the bodily sensations, often termed kinaesthetic (vision, smell, hearing, touch, and taste) (VAKOG) facilitate the corresponding behaviour. The next principle, being the linguistic variant, is an equally powerful system of encapsulating information through language, words, and expressions. Our actions, as Tony Robbins affirms, are the Parapsychological mystery of being observant; the eye-accessing cues, the deep breath, the speed of articulation, and the chosen words go hand in hand in creating the synergy of communication.

NLP Rapport -The new age artistry of communication

Rapport according to NLP practices is one of the four pillars of NLP. Noted author of NLP and bestselling author of "Unlimited Power, Antony Robbins observes "Rapport is the ultimate tool for producing results with other people. No matter what you want in your life, if you can develop rapport with the right people, you'll be able to meet their needs and they will be able to meet yours."

The basic skills of the NLP rapport mechanism include calibration skills specific to sensory acquisition to make smart detection so that the physical attributes such as body language and other factors of rapport make it possible to decode most observed designs, as observed by Kate as the following " Sensory acuity is the perception of closeness, harmony, and trust built through verbal communication and self-disclosure; thus, sensory acuity is an essential ingredient of interpersonal relationships both in professional and organisational workplaces. The measure of rapport in components such as eye contact, posture, gesture, and paralinguistic body features are good markers of rapport and reverse rapport can be planned and constructed to create and enhance the state of rapport. Rapport agreement frames, positive reinforcement, and related conversations can all be effective pacifiers of rapport extension and, more broadly, the synchronicity of verbal and nonverbal behaviour .refers to the wider level of coordination in terms of turn-taking and reciprocity, and contributes majorly towards healthy relationships. The presence of trust, respect, safety, harmony, understanding, and cooperation in a relationship is mostly secured by rapport exchanges that include a triangular connection of commonality, similarity, and likability.

Respecting another person's frame of reference (view of the world) therefore is the skill set of identifying the disagreement and agreement frame. Likability, or sharing common preferred information storage, can therefore be defined as the ability to build a connecting link, a bridge of understanding and acceptance so that others listen to you and vice versa. It is purely a communication process that pacifies and strengthens interpersonal skills that are necessary for the growth and progress of an organization. Hence, NLP refers to the Neuro-Linguistic Programming that was coined in the early 70's by John Grinder and Richard Bandler. John Grinder with their intention to create a model design of peak performance and identify patterns to make the others use patterns to follow and create similar results. NLP therefore is the science of modelling excellence and achieving desirable results in enhancing personal and professional developments .According to Antony Robbins, the ability to establish rapport is one of the most important skills a person can create to achieve eminence in the pursuit of the modern day's corporate branding, sales and marketing, administration, academics and even domestic interactions. Historically, rapport has been the perennial and primary factor of intercontinental relations, trading and commerce, intellectual exchanges and social wellbeing. Today's modern world finds it no less important and hence most of the social exchanges, executive engagements and entrepreneurial ventures hold on to the virtue of rapport and conduct the rapport ritual in their respective ways. Interestingly, for over two decades and most currently NLP discipline of psychotherapy as erupted as the new generation excellence framework and is agreeably creating remarkable outcomes.

Studying rapport, the early NLP developers discovered lots of things about how people behave when they are in rapport. These are usually unconscious physiological behaviours, as we do these behaviours on purpose.(Robin Dreeke)

Thereupon as human beings, we experience the world through our physical senses. In NLP, the senses are split into groups and referred to as representational systems. These terms relate to the fact that the brain uses a census to build our internal representation or model of the world around us. The representation system represents visual the things that we see, auditory the things that we hear, touch, taste, and smell thereupon steering respective transactions. Albert Mehrabian's 7%-38%-55% formula spells that 55 percent of the impact of a presentation was determined by your body language in the journal of Counselling Psychology, volume 31, 1967, page 24252.38% by your voice and only 7% by the content or words we use. The percentage will differ in different contexts. None the less, body language and voice to nullity have a major impact on communication and the ability to establish rapport.

Body language, which includes postural stability, expression, motions, breathing rhythm, and eye contact, is a crucial aspect of rapport conditioning. One person may begin by matching and mirroring the precise gesture, and once that person feels comfortable doing so, the other person may match it as well.

Aside from body language, the voice may be matched with reality in terms of pace, loudness, rhythm, and clarity of speech. We can all alter and have a range in which we feel safe doing so. If anyone speaks faster than us and the rate at which it seems, to be not comfortable, we can match such a person by expressing a bit faster while remaining within the zone that is comfortable for message comprehension.

Similarly, according to NLP practices predicate matching is quite useful. If an opponent mostly uses visual language, one must also utilise visual words. Similarly, expressions and predicates must be matched to the greatest extent possible for auditory kinaesthetic and auditory digital, and one should also use the same words as the other person; the model of the one's world

"The best way to establish rapport with people and to win them over to your side is to be truly interested in them and to listen with the intention of really learning about them. When the person feels that you are really interested in getting to know them and their feelings, they will open up to you and share their true feelings with you much more quickly." —Jack Canfield

Some people find the thought of matching another person appealing and the others otherwise. The act of matching is a natural part of the rapport-building process, and that we do it naturally with our close relatives and friends every day. Rapport is thus the capacity to penetrate into another person's world and make them feel as though you understand them and have a deep bond.

The PTL –A Unique Approach of NLP Rapport

The naturalistic systems (physical attributes) in human language modalities referring to the five elementary attributes of vision, auditory, kinaesthetic, olfactory, and senses experience (VAKOG) rule the world of rapport. Each individual is born with an implicit

capability of reading sensory pictures, smells, touches, modality pulses, and tastes. Feelings may be felt in several places of the body and at numerous temperatures. Sub modalities area unit are the perception oriented information which enhance our internal image. As per human language technology principles, people operate as per their VAKOG styles and if they ought to connect with the outer world and different people they have to respect the VAKOG of others and this is often the start of the rapport that they'll exhibit. Following this, pacing is that the next movement wherever the individual creates a chance of the degree of similarity and pace up the urge to share trust and assurance of facts, opinions, suggestions, and advices. This is followed up by testing where the individual tests the effectiveness of what has been paced up, for example if the suggestion holds a worth, the opinion respected, the recommendation obeyed, etc. visual communication, respiration patterns, gestures, musical notation and predicates area unit the navigators during this method. Leading, therefore is a vital mode of encasing the antecedent state of events where the individual will truly take hold of the resulting state of the opposite other and lead toward a goal and reap a result. On a failure, a repeat of PTL may come after if necessary.

Interpersonal communication – A rapport centric approach

The importance of human organizational communication has long been recognised as an important facet of human interactive studies. Managers assess the value of having excellent interpersonal skills as 4.37 on a scale of 1 to 5, just a little behind the capacity to work in teams. Usually communication between employers and employees that is not aligned with rapport goals may harm the company in a variety of ways. When managers and leaders fail to clearly convey duties, employees feel irritated and disengaged from the company's goals. As a result, many employees think that their bosses do not provide them with clear job directives and objectives. Furthermore, 75% of employees say that executives do not devote enough time to communication strategies and calls. So, managers must be able to provide the appropriate internal communication tools, both online and offline, in order to maintain constant alignment with employees within the company.

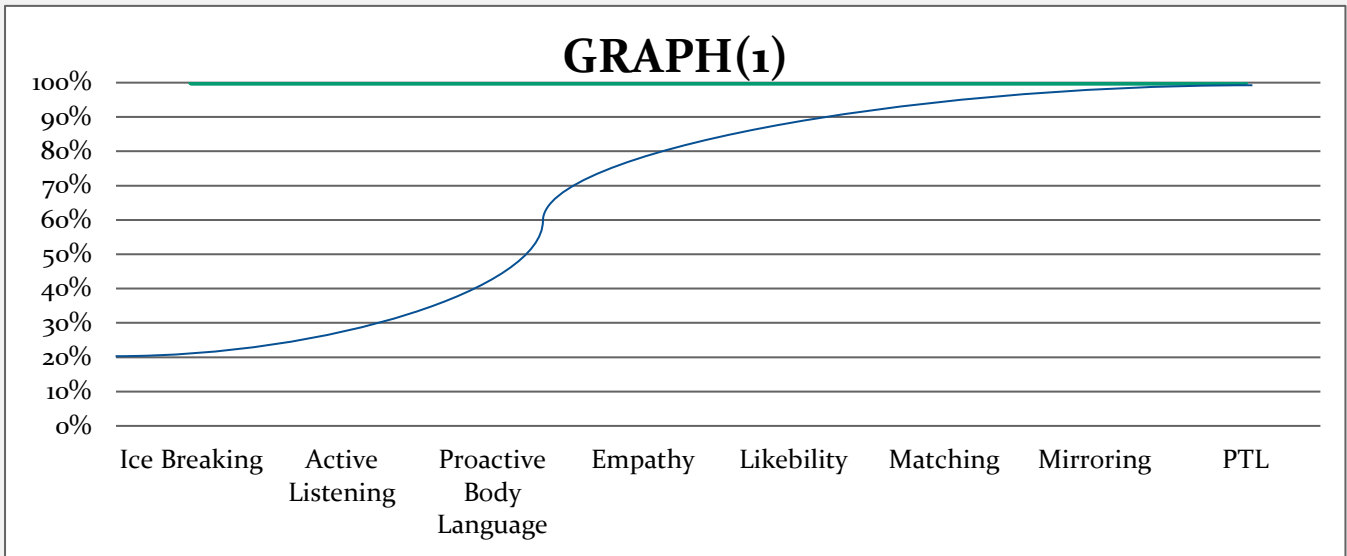
As per the American Psychological Association, half of all employees in the United States feel their superiors are not honest with them. Some of the most prevalent reasons for workplace unrest are communication that lacks confidence and openness. Interpersonal communication skills are critical for increasing trust and communication in the workplace, and all employees, particularly corporate executives, can constructively endeavour to enhance communication with their peers, subordinates, and supervisors. Rapport much often is typically accompanied by a generous envelope of trust. Change management, another aspect of NLP presuppositions, is also an excellent accelerator for interpersonal communication, which is critical during change management initiatives inside a company. Effective employee communication assists workers in better understanding the change and working together to successfully execute the change.

Findings and discussion

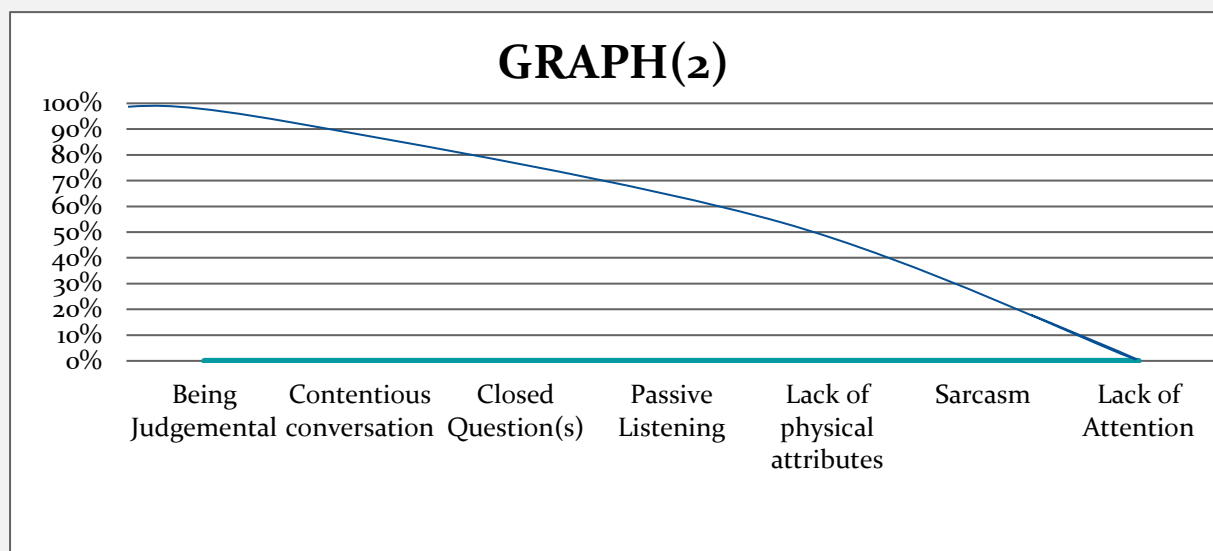
The paper aimed to address the NLP dimension of rapport and its efficacy in enhancing the interpersonal skills. The study finally culminates to the idea that several NLP rapport measures can enhance various IP (Interpersonal Skills) indicating that a healthy

rapport construct can enhance the interpersonal communication score and significantly also counter strike as a reversal inhibition, if factors such as improper (passive listening), contentious conversations, sarcasm, being judgemental, and inaccurate physiology can lead to retardation of interpersonal communication. On the other hand, having the right empathy, active listening, and humour can escalate the quotient of IP skills to a great extent and lead to communication success. The study objectified the rapport goals that are contributory to magnify the IPS.

This exploratory work is a preliminary attempt to develop a nonlinear model novice



coined as the PLASMA, which resulted from the research and may be used as rapport radar in communication studies and research. PLASMA (Pacing, Leading, Acuity, Smile, Matching / Mirroring and Articulation) can become an excellent instant rapport enhancer that may be used by people of all ages.



The graph apparently indicates that the IPS quarters do get escalated if the rapport variants are proactive whereas in graph 2 we find that the non friendly or reverse rapport quarters can cause unhealthy fall and gradually resulting in diminished scores.

Adopting NLP into the way we interact with others, according to Patti Hathaway, helps us to read people more sensitively, create positive relationships faster, and respond to them more effectively. The rationale for introducing rapport into everyday personal activities or as a complement to professional embodiment, rapport-driven interpersonal skills can become a modern-day instrument for taming personality upheaval and overcoming communication challenges.

Conclusion

The value of social communication through rapport as an interface cannot be exaggerated. The key to a successful job undertaking, start-up ventures, or a personal interrelation has been found as 4.37 on a scale of 1 to 5 that is slightly below the capability for complete benignant cooperation. In consequence rapport becomes heavily instrumental and crucial over both physical and virtual (on-line communication methods, the current (new-normal) hence paving a road to noteworthy expedition of human excellence.

For commercial success and several other aspects of communication, interpersonal skills are essential. Interpersonal communication is critical for professional advancement and workplace productivity, as well as for issue solving, conflict resolution, and reaching higher goals. Interpersonal communication skills are vital because they enable people to address problems and consider the advantages and disadvantages of many solutions before settling on an ultimate result either positive or negative ; for example, brainstorming sessions need interpersonal communication skills since it is a critical approach to demonstrate that everyone is appreciated and allowed to express ideas that are aligned with corporate objectives. Similarly decision making, policy crafting, pitching sales and even domestic inter-communication have a fair impact of rapport generated skills. Conversely, people might grow irritated and detached themselves from corporate goals if managers and leaders are unable to adequately convey the needful communication objectives. .So managers, leaders must be able to give the required help, consistently connect with staff with corporate objectives, and pilot rapport-oriented communication for a higher human relationship goal using appropriate online and physical communication platforms.

As per the American Psychological Association, 50% of all employees feel their managers are genuine with them. Some of the most prominent reasons for workplace communication are trust and openness. Interpersonal communication skills are vital for increasing trust and communication in the workplace, and all workers, particularly corporate executives, should therefore communicate better with their colleagues, subordinates, and superiors, which can be cultured fruitfully with the right rapport science.

Similarly, in an organization organisational culture fosters interpersonal connections; when employees have high emotional intelligence, an organization's culture becomes more productive and enjoyable. On the other side, negativity, uncertainty, and strife are inescapable. This gradually alienates the workplace, affecting worker productivity, and has a detrimental influence on the business culture.

When employees have a solid interpersonal rapport with one other, and supervisors are more inclined to coordinate each other's good work and provide constructive observations, interpersonal communication employee recognition results in a commendable responsive outgrowth

Furthermore, effective management and leadership require the capacity to make interpersonal connections, build trust, and communicate effectively. Employees are most motivated to become excellent leaders, according to reports, when leadership and management deliver regular information about the firm. According to the findings, several specific traits, such as excellent rapport management, which can contribute to efficient oral communication, are considered crucial for business executives. In the workplace, a lack of fundamental interpersonal skills may lead to multiple cases it is difficult for employers to handle. As a result, because it is a well-thought-out model of applied psychology based on factors such as sensory acuity, behavioural flexibility, and reporting, NLP emerges as a protector to the multidimensional work force.

So, as a practitioner or a starter using rapport skills which is one of the four NLP pillars can bring a significant revolution in the behavioural flexibility and communication of interpersonal relations.

According to Tony Robbins, rapport is the most powerful tool for achieving success with other people, irrespective of one's life goals; once rapport is established with the appropriate individual, one is capable of developing a new jubilant aura of confidence to deal with people and generate a possibility of great workplace efficacy. There are various methods for establishing rapport and connect with another person. Mirroring a friend or co-worker, or connecting a pattern with an experience, location, or favourite pastime, may be a winning strategy. As a result, without a doubt, one of the most important skills a person may have in order to be a good presenter or a brilliant salesman is the capacity to create rapport. What you truly need, though, is rapport, or even the capacity to develop a strong common human connect and response relation.

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