

# 1D Establishing good rapport


## LESSON GOALS

- Understand how to establish good rapport with people of all ages
- Find things in common when talking to a person you don't know
- Practise speaking to someone you've just met


## SPEAKING

- 1 Work in pairs. Follow the instructions.
  - 1 Look at the photo of people who are meeting for the first time. Make a list of things they could be talking about.
  - 2 Decide which of the questions (a–f) you might ask someone when meeting them for the first time. Which questions do you think are appropriate? Give reasons.
    - a You're looking good for your age. How is your health?
    - b University? What are you studying?
    - c Interesting job. How much do you earn?
    - d That dress looks fantastic on you! How much did you pay for it?
    - e Dar es Salaam? Beautiful city. Have you always lived there?
    - f Nice phone! I was going to get one. Where did you get it?

## LISTENING


- 2  1.6 Listen to two people meeting for the first time. Which of these subjects do they discuss?

clothes the man's job the woman's job  
a phone app for watching the stars the 'star tour'  
useful equipment the weather what they are going to see

- 3  1.6 Listen again. Discuss the questions in pairs.

- 1 Do you think they get on well? What do they have in common?
- 2 What helps them start a friendly relationship?
- 3 What makes it more difficult to establish a good relationship?
- 4 Do you usually find it easy to speak to new people? Why? / Why not?
- 5 Do you usually find it easy or difficult to get on with people much older or younger than you? Why? How important is it to establish good relationships with these people?

## MY VOICE

- 4  1.2 Watch the video about establishing rapport (a friendly relationship). Tick the reasons for establishing rapport (1–10).

- 1 to ask questions
- 2 to discuss safe topics
- 3 to work together more effectively
- 4 to find things in common
- 5 to build trust
- 6 to listen actively
- 7 to understand each other better
- 8 to make teamwork more enjoyable
- 9 to show interest
- 10 to build stronger communities

- 5 Work in pairs. Look at the Communication skill box and discuss the questions (1–2).

## COMMUNICATION SKILL Establishing rapport

To establish rapport with new people, you need to show an interest in them and what they say. You need to find suitable topics of conversation and to keep the conversation going. Use these tips to help you start and continue your conversations.



- **Active listening:** Listen carefully to the other person and think about what they are saying. Think of ways to respond with questions and comments that show you are interested.
- **Key words:** Identify key words the other person says that you can ask about in follow-up questions (questions that ask for more information).
- **Things in common:** Talk about things you have in common. If you can't think of something, look around you for common subjects, such as the place you are in, friends you share, the food, etc.
- **Safe topics:** Stick to topics that in your opinion are safe, such as why you are here together or the things you can see around you. Look for signs that the other person is uncomfortable discussing a topic, such as staying silent or disagreeing. If this is the case, be prepared to change the subject.

- 1 Which of the tips do you already do?
- 2 Which tip do you think would be the most difficult for you to follow? Why?

- 6 Work in pairs. Read the exchanges. Underline the key words that A could use to keep the conversation going. Then write a follow-up question for A to ask B.

1 A: Where in Australia do you live?


B: I live in Melbourne now, but I was in Perth before. I moved last year.


2 A: How well do you know the museum? Have you been here before?

B: Oh, yes, several times. I think it's my favourite museum in Colombia.

3 A: How did you and Bouchra meet?

B: I was working in a port in Tangiers, and Bouchra owned a company there.

- 7  1.7 Listen to the conversations to find out how the exchanges in Exercise 6 continued. Were the follow-up questions similar or different to yours?

- 8  1.7 Look at the Useful language box. Then listen to the conversations in Exercise 6 again and underline the expressions you hear.

## Useful language Linking to what the other person says

I'm so glad you said you like ...  
Going back to what you were saying about ...  
It's funny you mentioned ..., because ...  
Speaking of ...

## SPEAKING

- 9 **OWN IT!** Work in pairs. Roleplay two people meeting each other for the first time at a party. Student A: Go to page 156. Student B: Go to page 157. Before you talk to your partner, think about how you can use the tips from the Communication skill box and the Useful language to keep the conversation going.

A: *So how do you know the host?*

B: *He's a friend of a friend. How do you know him?*

- 10 Discuss how well you established rapport with your partner. Use questions 1–3 from Exercise 3 to help you.

