

Building rapport

Building rapport with someone is about creating a cooperative relationship that lets you get things done together. In order for this to be effective, both parties need to trust the other and believe that the other is in their corner.

Listening skills and empathy are crucial ingredients in trust formation, but so are the questions you ask. For this reason a question framework is an extremely helpful tool where it comes to building a working relationship based on mutual trust and respect.

The graphic to the right is a handy tool, as is the Socratic method shown below.

"Something seemed wrong to me."	If your partner describes an observationask about the cues they picked up on.	"What specifically caught your attention?"
"Our relationship was over ."	If your partner describes a judgmentask about the facts that led to that judgment.	"What tipped you off?"
"I decided to send him away."	If your partner describes a choiceask about the options they considered.	"What alternative did you have?"
"I just knew she was mad at me."	If your partner describes some knowledgeask about where they came by it.	"Had she done this before ?"
"I got so angry ."	If your partner describes an emotionask about the precipitating factors.	"When did you first notice ?"

<p style="text-align: center;">CENTRAL ISSUE</p> <p>What is the core issue that you are trying to discuss?</p>	Enter the main issue here.
<p style="text-align: center;">CLARIFY COMPREHENSION</p> <p>Can you give me an example? What are you trying to say? What is the problem?</p>	Plan your questions here.
<p style="text-align: center;">CHALLENGE ASSUMPTIONS</p> <p>What would happen if...? Does that mean...? Is that always true?</p>	Plan your questions here.
<p style="text-align: center;">TEST REASONING</p> <p>How do you know that? What are your sources? What gave you this idea?</p>	Plan your questions here.
<p style="text-align: center;">CONSIDER ALTERNATIVES</p> <p>What would someone else think? Why is this the best solution? What is the alternative?</p>	Plan your questions here.
<p style="text-align: center;">CONSIDER CONSEQUENCES</p> <p>What happens if you're wrong? Has this happened before? What's going to happen next?</p>	Plan your questions here.
<p style="text-align: center;">ASK "META" QUESTIONS</p> <p>Am I missing something? What have others asked you? What do you think I should ask?</p>	Plan your questions here.