

The Art of Building Rapport
How to Exponentially Increase
Your Effectiveness

The Art of Building Rapport

Introductions:
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The Art of Building Rapport

Suppositions:

- Basic assessments needed for applying rapport-building skills
- Basic rapport building skills
- Basic theoretical principles
- Professional boundaries
- No quick fixes

The Art of Building Rapport

Attendees will be able to:

1. Explain how therapeutic rapport relates to exponentially improving your effectiveness
2. Effectively introduce services
3. Understand the concept of "Proving the Visit"
4. Recognize intermediate rapport-building skills
5. Identify these skills in different clinical settings

The Art of Building Rapport

THEORY

- Systems Theory
- Maslow—Hierarchy of needs
- Bowlby—Secure attachments
- Vygotsky—Scaffolding

I. The Essentials

Rapport Theorem: $E = I \times R(c)$

Effectiveness =

Intervention x Rapport (circumstance)

I. The Essentials

Rapport Theorem: $E = I \times R(c)$

Effectiveness =

Intervention x Rapport (circumstance)

Circumstance levels:

- (1) Perceived as effecting little harm/stress
- (2) Perceived as effecting moderate harm/stress
- (3) Perceived as effecting great harm/stress

I. The Essentials

Rapport Theorem: $E = I \times R(c)$

Effectiveness =

Intervention x Rapport (circumstance)

$E = 2 \times 1 (3)$ ♪

I. The Essentials

Rapport Theorem: $E = I \times R(c)$

Effectiveness =

Intervention x Rapport (circumstance)

$E = 2 \times 3 (3)$ ♪

I. The Essentials

Stages of Progression of
Child Life Therapeutic Rapport

1. Stranger
2. Acquaintance
3. Ally = To enter into an alliance
4. Collaborator = Residual Rapport

Johnson & Mulkey

I. The Essentials

Introducing Services:
Connecting Points

-Assessments:
1) Supporting your Intro.
 A. Family's immediate need
 -"You are in the right place!"

-Scenario: Unsupported intro
-Scenario: Supported Intro (play lady)
-Scenario: Supported Intro

I. The Essentials

Introducing Services:
Connecting Points

-Assessments:
2) Continued Assessments
3) Continued Introductions
 -Meeting multiple needs
 -Making yourself invaluable
4) Proving the Visit

II. Rudiments of Relationships

The Right Match for this Family:

- Matching Language
- Matching Demeanor
- Matching Affect
- Matching Affection
- Matching Values = The Hook
 - With Parents-



II. Rudiments of Relationships

The Right Match for this Family:

- Matching Language
- Matching Demeanor
- Matching Affect
- Matching Affection
- Matching Values = The Hook
 - With Parents- "Smushed like a bug."
 - With Children - Matched enthusiasm
- Matching Moments - The art of Being



II. Rudiments of Relationships

Making the Connection

- Personalize It
 - Utilize Key Qualities in Relationship Building
- Go Deep
 - Deep Calls to Deep: If you answer deep needs, the family will give back with a deep response
- Match Affect
 - “Your eyes listen better than your ears”

II. Rudiments of Relationships

Making the Connection

- Scenario: 5 year old MVC
- Closed Family Systems
 - Report with Rapport
 - Proving Your Worth
 - Residual Rapport
- The End Result
 - Demonstrate Positive Coping w/ Hospitalization

III. Rapport with staff

Building Rapport with Staff

- Buttering Your Bread
 - Scenario 1: The Phlebotomist
 - Scenario 2: The Nurse Practitioner
- Managing Up
 - It Takes a Team of Experts to Raise a Patient

IV. Short-term Hospitalization

Developing Quick Rapport

- 1) Perfect Practice makes Perfect skills
- 2) Meet immediate needs first
- 3) Give unconditional positive regard
- 4) Be a servant leader

V. Long-term Hospitalization

The Benefit of Time

- Give Respect, Gain Rapport
- Observing the Gains
- Boundaries
 - Living in their house
 - Preparing families to go home
 - Empowering parents

VI. Outside hospitals/agencies

Between Healthcare Facilities:

Wrap Up

Your Scenario
Questions/Comments
