



WICKLANDER - ZULAWSKI INSTRUCTOR INSIGHTS



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INSTRUCTOR INSIGHTS 2023 SCHEDULE

MAY 5

JUNE 2

JULY 7

AUGUST 4

SEPTEMBER 1

OCTOBER 6

NOVEMBER 3

DECEMBER 1

LIVE on Youtube

Join us on the first
Friday of every month
at 9:00AM Central Time



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BUILDING RAPPORT

Rapport is a relationship proactively developed and maintained by the interviewer, designed to foster truthful communication between both parties through mutual trust and understanding. Have you ever found yourself applying rapport when having conversations for reasons other than an investigative interview? How about trying to elicit a tip? Interviewing a candidate? Meeting a new hire? Or Establishing a new connection or networking?

Rapport is not only a focus at the beginning phases of a conversation, but it is necessary to maintain throughout as it supports a healthy and trusting relationship. It's a constant, interactive environment where the interviewer must evaluate the interviewee's responses to their actions and questions and then make subtle adjustments to build and maintain rapport. This is an essential skill for any interviewer who understands rapport starts and ends with their reputation.

KEY TAKEAWAYS

- Listening plays a crucial role in rapport building. Active listening is the practice of focusing on what is being said (or listening to understand)—instead of preparing what you will say next.
- Almost equally crucial to how you listen is how you look while listening. This nonverbal communication can put people off, no matter your intention. During a conversation, level set with your facial expressions and body language. Where are your arms? What are your legs doing? Are you making eye contact? These small things make a big difference. Practice 'Be here now.'
- One of the simplest ways to build rapport is to identify similarities. For example, do you have any shared interests? A similar past?
- Even if you aren't familiar with the other person, take what you learned in the planning and preparation stage and use it to create exploratory questions to identify what is important to them or sensitive information.