

## Building Rapport

What is rapport? Webster's // College Dictionary defines rapport as a relationship, especially one of mutual trust or emotional affinity. Derived from the French *rapporter*, the term "rapport" connotes the grace, elegance, and balance of a harmonious accord or connection between people.

Rapport is also a basic part of Supplemental Instruction (SI). SI Leaders must use their interpersonal skills to help reduce a student's frustration and anxiety, both of which often accompany a lack of communication when dealing with difficult course content.

During SI Orientation and Training, SI Leaders learn first-hand the importance of effective communication, along with rapport, which is needed to assess students' study habits, skill level, and subject knowledge. For some,

the art of rapport comes naturally; this is called instant rapport. Others must build rapport.

Below are several techniques SI Leaders may use to build rapport with students:

- 1. Know their names—**  
The quickest way to build rapport is to learn and use students' names.
- 2. Use active listening—**  
Listen to what students are saying, and always restate questions and paraphrase concerns. Employ congruent body language and speech.
- 3. Respond to students—**  
Always acknowledge the students' efforts — no matter how small — to learn difficult material. Use encouraging words and praise each attempt.
- 4. Recognize different readiness levels—**

Students generally come to SI at various levels of preparedness:

- No readiness — they are there only socially
- Partially ready in mind, but unprepared
- Ready in motivation, but not in skill
- Really ready — they don't really need the extra help

According to Michael Brooks, industrial psychologist, author (*Instant Rapport*, 1989), and creator of advance rapport technologies using NLP or neurolinguistic programming, "rapport is experiencing the world through the same portal as the person you're [talking to; it's] speaking the same language, even when you don't necessarily understand each other's words."




**Important Dates:**  
 March 19 Redistribute Flyer  
 March 30 Peer Evaluation due



TO:

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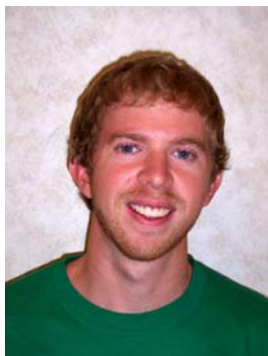
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*A man who has never gone to school may steal from a freight car; but if he has a university education, he may steal the whole railroad.*

~ Theodore Roosevelt

# Spotlight on SI Leaders



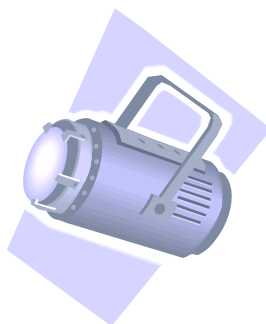
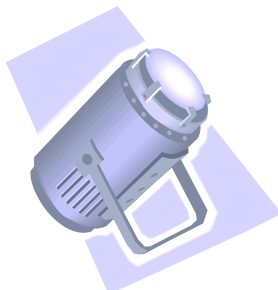
**Ben Gilbert**

BIOLOGY 2423:  
Human Anatomy



**Amy Bullock**

BIOLOGY 1411:  
Man and the Environment



This is Ben's third semester as an SI Leader for BIO 2423: Human Anatomy with Dr. Russell Wilke. Ben graduated in May 2005 (*summa cum laude*) with a degree in Kinesiology and minor in Psychology. Ben enjoys SI. He says it's the new set of minds that come in semester after semester that keep him refreshed. Ben is involved in the college student group at Paulann Baptist Church and he enjoys playing intramural soccer here at ASU. Ben is hoping to pursue a Physical Therapy Assistant degree at Blinn College (Bryan, TX) this fall.

Amy is in her second semester as an SI Leader for BIO 1410/1411, supporting BIO 1411: Man and the Environment with Dr. Michael Dixon this spring. Amy is a junior majoring in Biology with a minor in Chemistry. She plans to teach high school science upon graduation. Amy feels that being an SI Leader is a great experience and she truly enjoys helping students learn. Students who attend Amy's session enjoy her activities and strategies that help with the application of key subject material.

## SI Session Schedule: Spring 2007



**MATH 1302  
College Algebra**

Mark Lussier  
[mlussier@angelo.edu](mailto:mlussier@angelo.edu)

M 5-6 p.m. MCS 210  
W 12-1 p.m. MCS 119  
R 2-3 p.m. MCS 210

**MATH 1302  
College Algebra**

Alexis Duarte-Valverde  
[aduarte@angelo.edu](mailto:aduarte@angelo.edu)

M 3-4 p.m. MCS 110  
T 4-5 p.m. MCS 110  
W 2-3 p.m. MCS 110

**ENGLISH 1302  
Writing Across  
the Curriculum**

Dace Mahanay  
[dmahanay@angelo.edu](mailto:dmahanay@angelo.edu)

M 12-1 p.m. A 013  
R 10-11 a.m. CAV 119  
R 2-3 p.m. A 007



**BIOLOGY 2424  
Human Physiology  
LAB**

Jairon Johnson  
[jjohnson13@angelo.edu](mailto:jjohnson13@angelo.edu)

M 12-1 p.m. SIII 107 (LAB)  
W 12:30-1:30 p.m. CAV 119  
R 12:30-1:30 p.m. CAV 119  
R 5-6 p.m. SIII 107 (LAB)

**BIOLOGY 2424  
Human Physiology  
LECTURE**

Norbert Rios  
[nrios@angelo.edu](mailto:nrios@angelo.edu)

M 1-2 p.m. CAV 123  
M 5-6 p.m. CAV 123  
W 1-2 p.m. CAV 123

**BIOLOGY 1411  
Man and the Environment**

Amy Bullock  
[abullock@angelo.edu](mailto:abullock@angelo.edu)

M 2-3 p.m. CAV 219  
W 6:30-7:30 p.m. CAV 219  
R 7-8 p.m. CAV 219

**BIOLOGY 2423  
Human Anatomy**

Ben Gilbert  
[bgilbert@angelo.edu](mailto:bgilbert@angelo.edu)

M 6-7 p.m. CAV 125 (LAB)  
T 2-3 p.m. CAV 023  
W 3-4 p.m. CAV 019  
R 5-6 p.m. CAV 125 (LAB)  
F 11-12 p.m. CAV 125 (LAB)