

Building Rapport – the HEEAAR Principle

Honesty

Avoid using deceit or trickery; be clear, objective and direct; keep calm and leave emotions at the door.

Empathy

Objectively identify and acknowledge the subject's relevant perspective, thoughts or feelings without judgment or feigning personal agreement.

Evocation

Draw out the subject's underlying values and core beliefs to uncover their motivations.

Autonomy

Provide choices and openly acknowledge that it is the subject's right to choose whether or not to share and cooperate.

Adaptation

Have a flexible agenda so that you are able to actively listen to your subject.

Reflection

Actively listen to your subject and repeat back their own words to obtain more detailed and complete information.

GOOD LISTENING SKILLS

- Open-Ended Questions (TED)
- Effective Silence
- Minimal Encouragers
- Summarizing, Paraphrasing, Mirroring
- Reflections: Simple & Double-Sided
- *On the one hand you say X, but on the other hand you say Y – help me understand*
- Non-Judgmental Affirmations
- Don't Argue

Derived from the work of Laurence & Emily Alison.

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