MENTORSHIP FOUNDATIONS
BUILDING RAPPORT ONLINE

Instructions for Completion.

- This module outlines the importance of building rapport, which requires trust, in a mentoring relationship.

- With the future of mentorship progressing toward a hybrid online model, it is essential for mentors to work on developing skills regarding building rapport in an online setting.

- This module should take you approximately 1 hour to complete.

- After completion it may take up to a week to be approved.

- To gain credit for this module you will be required to submit a summary for submission reflecting on the contents of Building Rapport Online.

- Further details on the submission process can be found at the end of this document.

Asynchronous Workshop Details.

Watch: youtube.com/watch?v=mAWvaAbXO6U *(Creative Commons Attribution-Non-Commercial-Share Alike 2.0 UK: England & Wales License)* and follow along with the notes below. Feel free to use the extra space to record your thoughts.

The last section of this module will require you to act out a scenario with another person. You can practice this in person or online, if online try to follow along as best as you can — we understand that it is difficult to observe body language in an online setting. This is part of the learning process as we begin to reconceptualize building rapport in mentoring relationships in this new setting.

Building the Relationship.

Objectives

- Explain the importance of building the relationship and creating rapport

- Describe how to create rapport

- Identify how to maintain rapport throughout a mentoring session/relationship

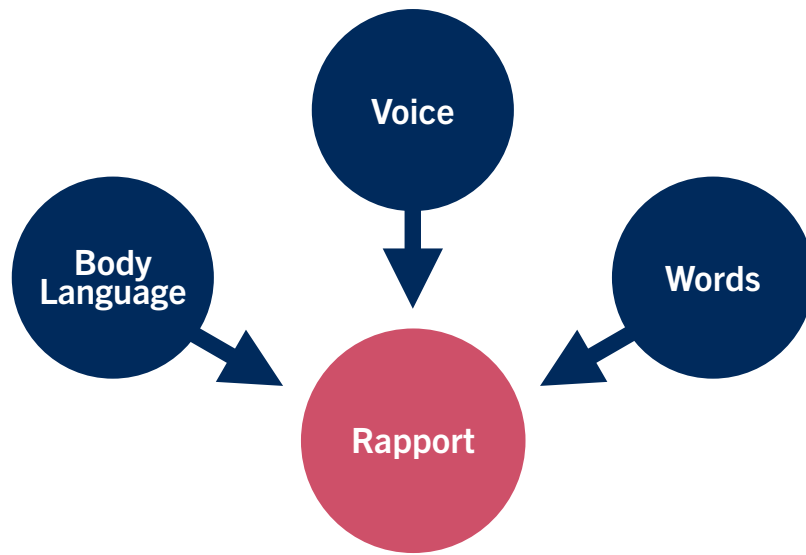The relationship between the mentor and the person who is being mentored is paramount.

It is based on:
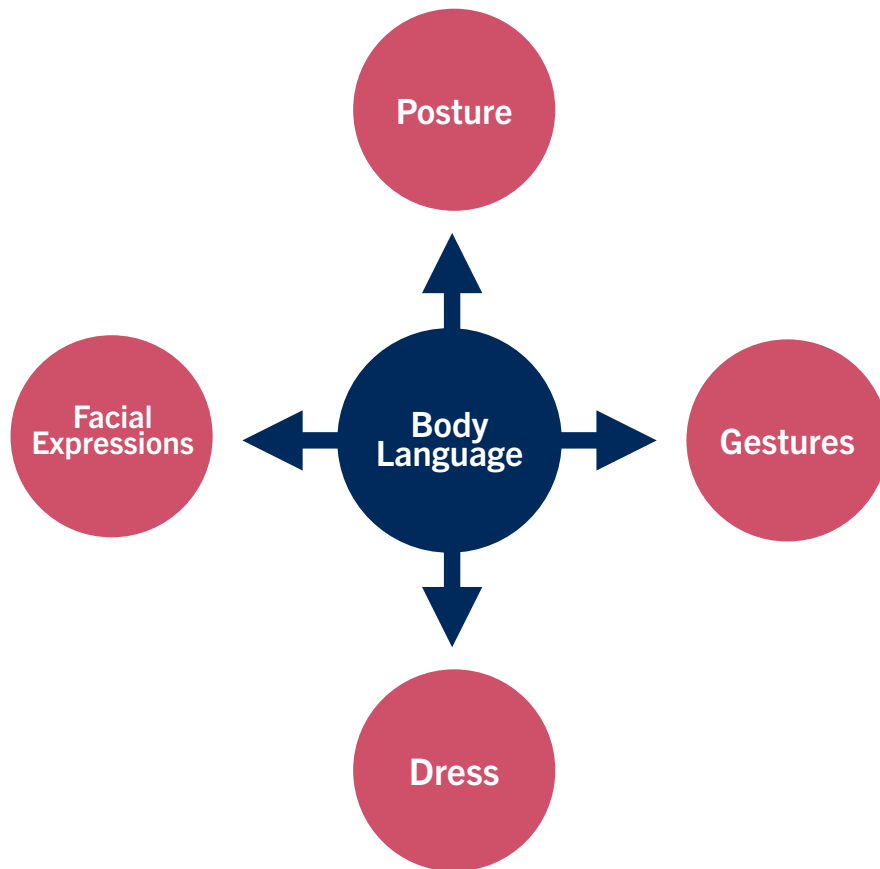
- Rapport

- Trust

- Environment

Rapport is about building respect and about being able to then influence each other. It is essential in any situation where you are seeking to help someone bring about change.

Rapport will create the environment in which both of you feel comfortable and able to work with each other.

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Matching and Mirroring.

```
        ( Voice )
           │
           ▼
( Body            ( Words )
Language )    │        │
    └────▶ ( Rapport ) ◀────┘
```

Voice → Rapport

Body Language → Rapport

Words → Rapport

Body Language.

```
              ( Posture )
                   ▲
                   │
( Facial       ( Body      ( Gestures )
Expressions ) ◀ Language ) ▶
                   │
                   ▼
               ( Dress )
```

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Words.
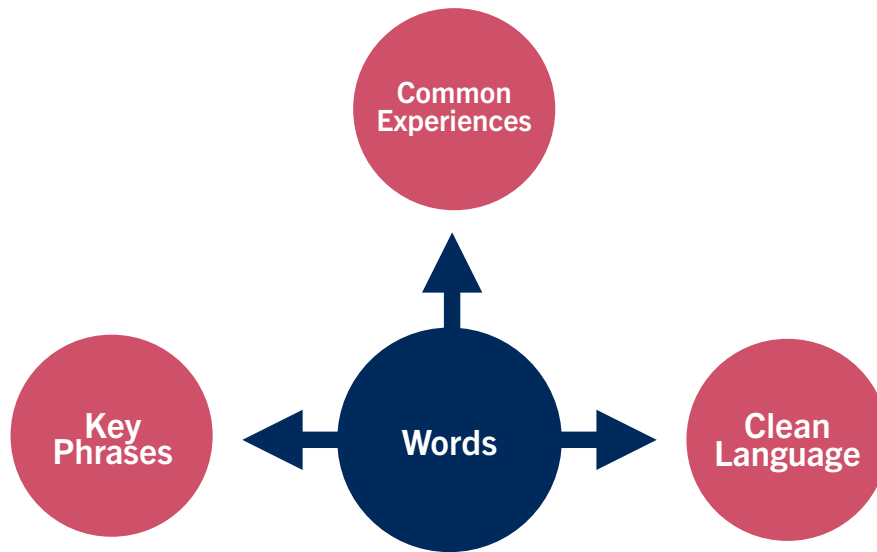
Rapport Excercise.

Step 1

- find a partner to work with
- ask your partner about something they are interested in

Step 2

- discuss the subject with them for 2 minutes
- at some point during this, match your partner's body language and disagree (mismatch) the verbal content of the discussion

What was the impact on your behaviour?

Step 3

- discuss the subject for a further 2 minutes
- this time mismatch the body language and match the verbal content of the discussion

What was the impact on your partner's behaviour?

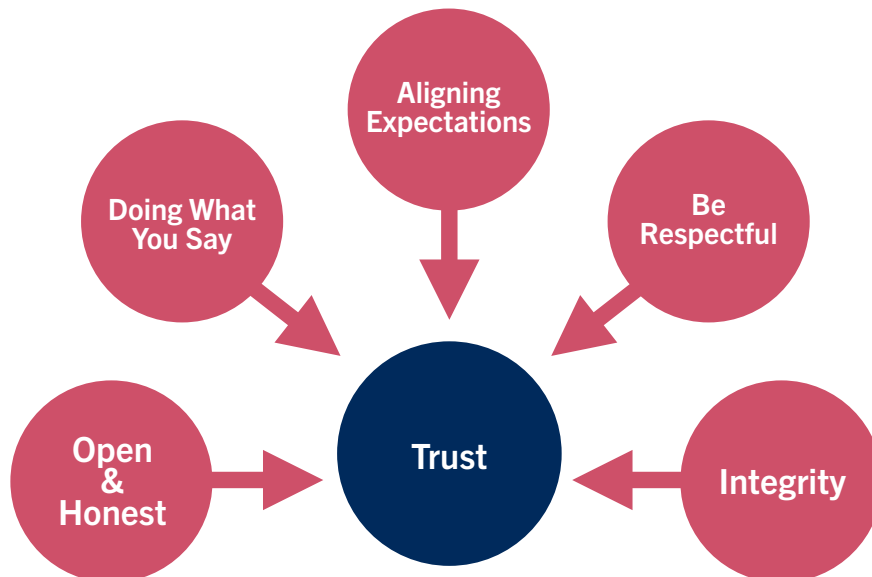UNIVERSITY OF TORONTO

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Step 4

- discuss the subject for a further 2 minutes
- during this time match your partern's body language and match the verbal content of the discussion

What was the impact on your partner's behaviour?

Gaining Trust Exercise.

Write down what behaviours are important to gain someone's trust.

Trust Examples:
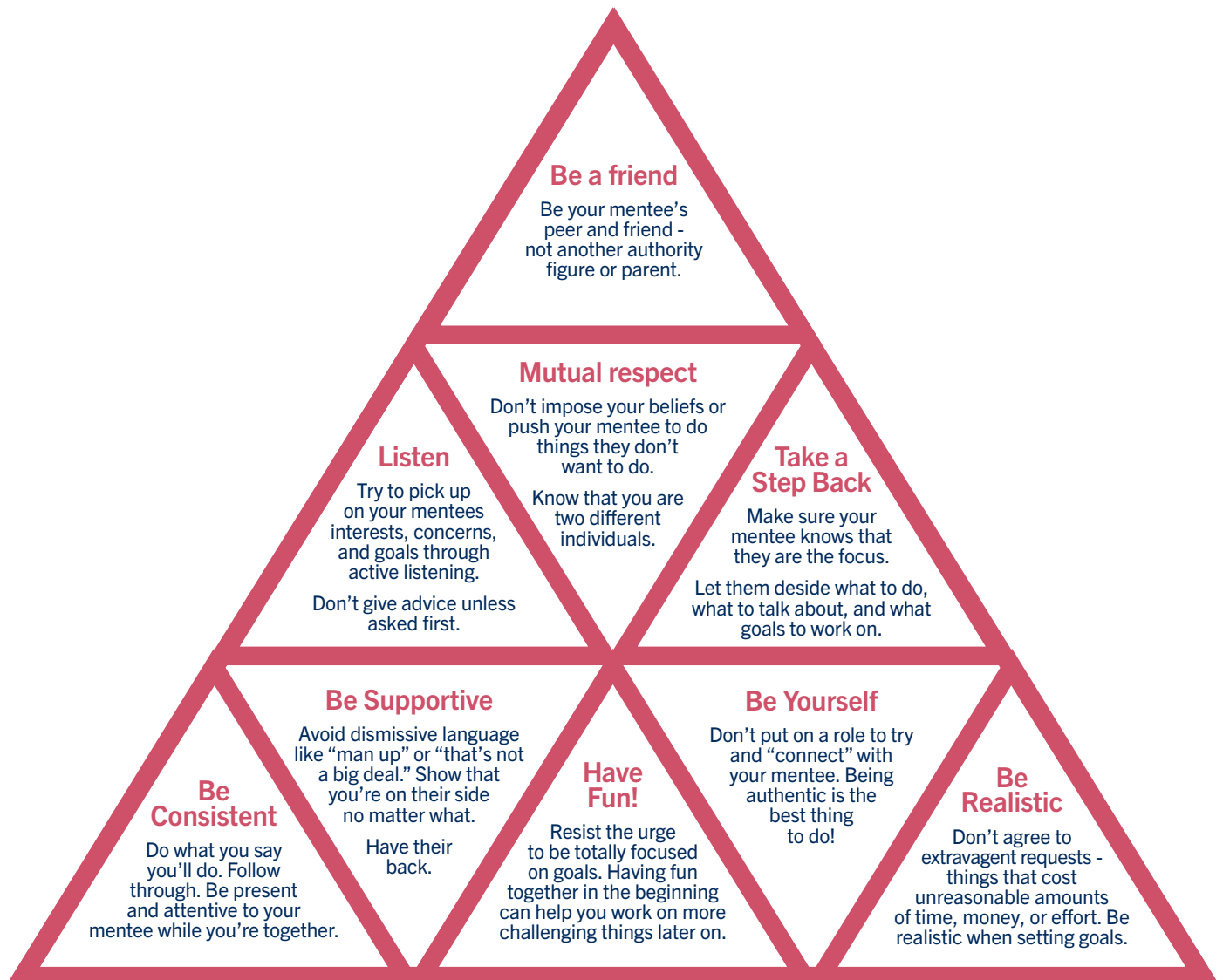
Nine Tips for Establishing Trust.

Trust can be a very difficult thing to establish. Both you and your mentee will bring your own set of expectations, hopes, and experiences to the relationship.

All of these things affect the way the relationship will develop, the purpose and goals of the relationship, and the boundaries you and your mentee establish.

Consistency is a big part of trust building. Make sure your actions and your words match and that you follow through on commitments.

Know that you will get busy. Things will come up. What's important is to be open and honest about your limitations and realistic about your commitments to your mentee.

Be a friend
Be your mentee's peer and friend - not another authority figure or parent.

Mutual respect
Don't impose your beliefs or push your mentee to do things they don't want to do.

Know that you are two different individuals.

Listen
Try to pick up on your mentees interests, concerns, and goals through active listening.

Don't give advice unless asked first.

Take a Step Back
Make sure your mentee knows that they are the focus.

Let them deside what to do, what to talk about, and what goals to work on.

Be Supportive
Avoid dismissive language like "man up" or "that's not a big deal." Show that you're on their side no matter what.

Have their back.

Be Yourself
Don't put on a role to try and "connect" with your mentee. Being authentic is the best thing to do!

Be Consistent
Do what you say you'll do. Follow through. Be present and attentive to your mentee while you're together.

Have Fun!
Resist the urge to be totally focused on goals. Having fun together in the beginning can help you work on more challenging things later on.

Be Realistic
Don't agree to extravagent requests - things that cost unreasonable amounts of time, money, or effort. Be realistic when setting goals.

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Environment Exercise.

What do you need to consider about the environment in order to build the best relationship with the person you are mentoring?

Environment Examples:

- Comfortable
- No disturbances
- Out of the normal working environment
- Being prepared and planned
- Timing of the mentoring session

The Online Space.

Mentoring online may present various barriers and benefits for both mentors and mentees. The online space can be seen by some as intimidating and disconnected and by others as empowering.

Considerations:

Potential barriers when mentoring in an online space	Potential benefits when mentoring in an online space
- guaranteeing confidentiality - distractions in physical space - virtual distractions - internet connection - virtual platform malfunctions - technical barriers - unable to read body language - accessibility needs	- less travelling time - can meet with new people around the world - connects two people who may never meet otherwise - encourages networking - mentee may feel more agency - comfortability

When beginning a new mentorship communication is key. It is important to have a conversation about any barriers that may be preventing either the mentee or mentor from showing up fully.

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Here are some suggestions for setting up the online space for your mentoring relationship:

- set intentions for how the mentoring relationship will be carried out (dates, platform, time)
- outline expectations of each person
- create goals — mentee and mentor
- work on active, empathetic and compassionate listening — focus on being present
- follow up and schedule regular check-ins to examine goals
- have an agenda or an organizational tool that works best for you both

- be honest and work on building trust
- create a positive environment
- be aware of your own background in your virtual space — noises and distractions
- wear semi-professional clothing — pyjamas are not ideal
- set up a semi-professional space for you to conduct your sessions — don't conduct them from bed

Resources:

https://www.youtube.com/watch?v=mAWvaAbXO6U

https://www.mentoringpittsburgh.org/media/W1siZiIsIjIwMTcvMDkvMDYvYXpzZW5qNmwzX 1BlZXJfTWVudG9yaW5nX0hhbmRib29rLnBkZiJdXQ/Peer%20Mentoring%20Handbook.pdf

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