



Jacobs



# Communication is key

## Building rapport

The challenge is to make communication between mentor and mentee as effective as possible, the key to which is good rapport, You will need to show you can be trusted, are focussed, empathetic, open, and empowering.

### TRUST



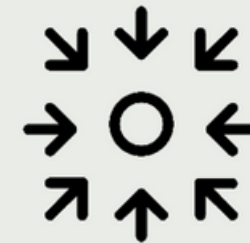
Can the young person have confidence in you?

Keep confidentiality (unless there are safety issues)

Don't make promises or assurances you may not be able to keep

Say what you'll do and do what you say

### FOCUS



Does the young person feel that they have your full attention?

Actively listen

Be open

Be attentive

Remove all distractions

### EMPATHY



Does the young person feel that you understand them?

Be open to new points of view

Be considerate of feelings

Do not make judgements



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## OPENNESS



**Do both parties have a shared sense of openness?**

Don't be afraid to talk about yourself, show some of your own fears, weaknesses and mistakes

Encourage the young person to open-up by being open yourself

Be willing to learn something for yourself from the young person

## EMPOWERMENT



**Does the young person feel able to make decisions for them self?**

Encourage them to think big and be ambitious

Use positive language

Offer options and suggestions, but not advice, let them make their own decisions



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## Barriers to communication

Communication and rapport can breakdown quickly, and your language can make all the difference. Try to avoid the below.

|  |  |
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| <b>Ordering</b><br>"You must..." "You have to..."<br>You will..."                              | <b>Preaching</b><br>"You should..." "You ought to..."  |
| <b>Threatening</b><br>"If you don't then..." "You'd better,<br>or else..."                     | <b>Lecturing</b><br>"Do you realise..." "If you only..." "You're<br>wrong because..." "I know that..."           |
| <b>Judging</b><br>"You are lazy/argumentative/have an<br>attitude..." "You'll never change..." | <b>Minimizing</b><br>"It's not so bad..." "You'll feel better if<br>you just..."                                 |
| <b>Diagnosing</b><br>"You just want attention..." "What you<br>need is..."                     | <b>Labelling</b><br>"You're being unrealistic..." "You're<br>being irrational..." "You're being<br>emotional..." |
| <b>Manipulating</b><br>"Don't you think you should..."   |  |