

## Exercise #1

### Identify Which Behaviors Work Best to Build Rapport

In this small group exercise you will observe, identify, and discuss behaviors that tend to work with most people most of the time to communicate a positive response.

**Instructions:** Form groups of three or four. Fill out the sheet without discussion using the instructor's demonstration as a starting point. After everyone has filled it out, please discuss your responses.

The Disliked Person: What behaviors show that you *dislike* a person even though you are trying to welcome them to the library?

1. Tone of voice
2. Body position – proximity, body position, kinesics, special considerations
3. Expression on face
4. Words she used
5. Length of time she chats with them
6. Anything else?

The Well-Liked Person: What behaviors show that you *like* a person when you welcome them to the library?

1. Tone of voice
2. Body position – proximity, body position, kinesics, special considerations
3. Expression on face
4. Words she used
5. Length of time she chats with them
6. Anything else?