

# The Relate Model

## 1) Rapport

Establish a connection

*Do you know how you will start the conversation?*

## 6) Examine

Reflect on your own openness, fear and comfort

*Do you feel more at ease approaching this person again?*

## 2) Engage & Encourage

Share something about yourself

*Did you demonstrate your willingness to take a risk?*

## 5) Talk

Engage in a mutual dialogue

*Did you go beyond hello?*

## 3) Listen

Suspend assumptions and certainties

*Are you sincerely curious about the other perspective?*

## 4) Ask & Acknowledge

Acknowledge the value of their opinion

*Does your conversation partner feel heard and respected?*

# The Relate Model: Rapport

Before you begin a conversation, you may find it helpful to think through the encounter first. Here are several ideas to facilitate planning for each of the steps as you build your new relationship.

- Establish a connection
- Take a deep breath
- “Since we live on the same street, I have been wanting to get to know you”

*Acid Test: Do you know how you will begin the conversation?*

Your Thoughts:

---

---

---

# The Relate Model: Engage & Encourage

- Identify a specific topic - some commonality to you and your conversation partner - the school, your kids, live on the same street, the election, the weather.
- Share something about yourself regarding that commonality
- Express your idea/opinion/thought about that topic - “I was disappointed in the turnout of the last election.” “We sure are having a lot of snow this summer.”
- The deeper the information you share, the deeper the connection will be.

*Acid Test: Did you demonstrate your willingness to take a risk?*

Your Thoughts:

---

---

---

# The Relate Model: Listen

- Ask how the other person sees the situation.
- Explore any differences in perception - be curious
- Let the other person speak.
- Don't interrupt, or put words in the other person's mouth.
- Do not evaluate the other person's opinion, culture, ethnicity or individual difference as right or wrong, good or bad - seek to understand not to agree or change the other person's mind.

*Acid Test: Are you sincerely curious about the other perspective?*

Your Thoughts:

---

---

# The Relate Model: Ask & Acknowledge

- Validate whatever they said by doing a listening check: “What I understand you are saying is...”
- Remember, you don’t need to agree with them - “Thanks for helping me better understand your position.”

*Acid Test: Does your conversation partner feel heard and respected?*

Your Thoughts:

---

---

---

# The Relate Model: Talk

- Continue to engage in a dialogue
- Continue to listen and react to what your partner is saying
- Share something specific you appreciate about your partner and the conversation: taking the time, expressing their opinion, being willing to disagree.
- Leave the conversation open - “I look forward to continuing our conversation.”

*Acid Test: Did you go beyond “hello?”*

Your Thoughts:

---

---

---

# The Relate Model: Examine

- Reflect on your own willingness to suspend your assumptions.
- How open were you with sharing about yourself and your perspective?
- What was intriguing to you about your partner or his/her opinion that you would want to continue the conversation?

*Acid Test: Do you feel more at ease approaching this person again?"*

Your Thoughts:

---

---

---