

What is rapport?

For those interested in rapport, relations, relational work, etc. – a multidisciplinary 'core concept' paper, [What is rapport?](#)

It's now over 20 years since I first published my rapport management framework (*Culturally Speaking*, 2000, 2nd ed. 2008) and since then I've become increasingly aware of how much the term 'rapport' is used in areas other than politeness theory – notably in healthcare, investigative interviewing, sales/service industry, where it is typically regarded as extremely important for interactional 'success'.

However, the various strands of work often show little awareness of work in other disciplines and contexts, and (with a few exceptions) there is minimal integration. So I decided to try to pull together this large volume of work for the next of our Core Concept papers, *What is Culture?* It comprises a compilation of quotations from work in different disciplines and contexts, organised under common themes, with the aim of offering a first step in drawing together the multiple insights and perspectives from the different approaches.

The compilation of quotations covers the following aspects:

Section 1: Conceptualising rapport

Section 2: The importance/impact of rapport – a few examples

Section 3: Rapport frameworks and approaches

Section 4: Managing rapport

Section 5: Establishing/building rapport

Section 6: Rapport and the professions

Section 7: Judging & assessing rapport

Section 8: Culture and rapport

Section 9: Rapport and related terms/concepts

A fundamental question for reflection is: how far are the conceptual frameworks and empirical findings applicable across different linguacultural groups? And of course the term 'rapport' itself is often difficult to translate into other languages. So there's lots more work to be done!

Meanwhile, hopefully this compilation will be useful to those of you interested in this area.

Best regards

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