



### A. Vocabulary Study

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Study the following words and expressions with your tutor.

Vocabulary	Meaning
<b>portray</b>	represent someone or something in a particular way
<b>hesitant</b>	unsure, undecided, doubtful
<b>rapport</b>	a close or harmonious relationship, connection
<b>dish out</b>	to give in large amounts
<b>establish</b>	set up, form, organize

## B. Reading Practice

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Check the pronunciation, meaning and usage of the words with your tutor.

### How to Build Rapport in Your Workplace

#### 1. Be Punctual

Being punctual **portrays** respect for other people's time. It also shows that you respect your commitments and you can be trusted. On the other hand, tardiness might compromise your relationship with your co-workers.

#### 2. Show Genuine Interest

You have to show that you care about the people around you. It's natural for people to be **hesitant** at first. And so, when starting a conversation, don't be afraid to share a bit of your personal side.

#### 3. Courtesy Always Wins

The best **rapport**-building tool is to show respect through courtesy. When you want to establish a good relationship, you may start by communicating in a polite way. It's advisable to add "Please", "Kindly", when making a request and say "Thank you" to show your appreciation.

#### 4. Be Generous With Your Compliments

People are naturally drawn to be a person who speaks positively of others. However, if the other person feels that you are not sincere with your kind words, it will not help. While **dishing out** compliments is a good thing, it's better to do it when you mean it.

#### 5. Observe and Be Thoughtful

Be accommodating to help others whenever you can, and they will willingly do it for you too. Being thoughtful and sensitive to other people's needs will help you **establish** rapport with the people you work with in no time.

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**C. Sentence Construction Practice**

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**Construct your own sentences using the words listed below.**

**A. portray**

A 1.

A 2. \_\_\_\_\_

**B. hesitant**

B 1.

B 2.

**C. rapport**

C 1.

C 2.

**D. dish out**

D 1.

D 2.

**E. establish**

E 1.

E 2.

**D. Comprehension Questions**

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**Answer the following questions based on the article.**

- 1 What does being punctual portray?

Being punctual portrays...

- 2 What should you do if your co-worker is hesitant to talk to you?

If my co-worker is hesitant to talk to me, I should...

- 3 What is the best rapport-building tool?

The best rapport-building tool is...

- 4 Why are sincere compliments important?

Sincere compliments are important because...

- 5 What can help you establish rapport with the people you work with in no time?

What can help establish rapport with the people you work with in no time is...

### E. Discussion Questions

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**Answer the following questions based on your opinion.**

- 1 Which advice do you think is most helpful?

I think that the most helpful advice is...

- 2 Which advice mentioned above have you tried doing before?

I have tried doing...

- 3 Do you find it easy to establish rapport with your workmates? Why?

I find it easy, because... /I find it hard, because...