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Career Development Facilitator
Unit 3, Lesson 2: Building Trust and Rapport
For VA Employees

Course Transcript



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Career Development Facilitator (CDF), Unit 3, Lesson 2: Building Trust and Rapport

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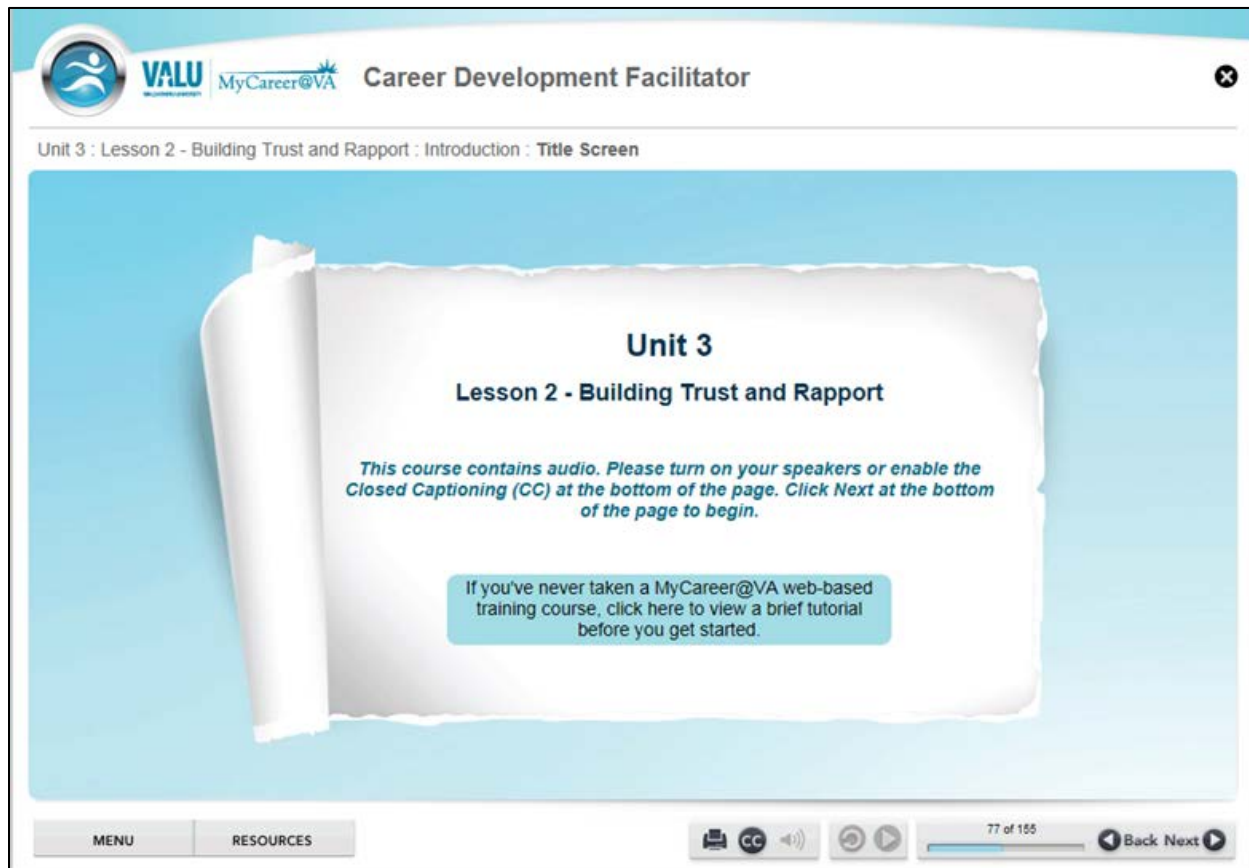
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Screen 1 – Title Screen



Screen Description	Narration
<p>Centered in the screen is the following text:</p> <p>“Unit 3 Lesson 2 – Building Trust and Rapport</p> <p>This course contains audio. Please turn on your speakers or enable the Closed Captioning (CC) at the bottom of the page. Click Next at the bottom of the page to begin.</p> <p>If you’ve never taken a MyCareer@VA web-based training course, click here to view a brief tutorial before you get started.”</p>	<p>No Narration</p>

Screen 2 – Welcome



Screen Description	Narration
<p>The screen displays a collage of various VA employees performing their jobs with the VA logo in the center.</p>	<p>Welcome to the lesson on building trust and rapport. One of the most important factors in becoming a successful CDF is establishing trust and rapport with employees. Without these factors, you cannot effectively empower others.</p> <p>This lesson will review strategies and tools for building trust and rapport so you can form effective and productive helping relationships. Please select the "Next" button to continue.</p>



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Screen 3 – Lesson Overview & Learning Objectives

Screen Description	Narration
<p>On the left side, the screen displays “Lesson Overview” and on the right side, the screen displays “Learning Objectives” and three bullets.</p> <p>Lesson Overview:</p> <p>“In this lesson you will learn the key components of building trust and rapport with employees.”</p> <p>Learning Objectives:</p> <p>“After completing this lesson, you should be able to:</p>	<p>Before we get started, please take a moment to read the Lesson Overview and Learning Objectives.</p> <p>If you have questions about the content in this lesson, please consult the accompanying resources that are available under the “Resources” button or on the final screen of the lesson.</p> <p>When finished reading, please select the "Next" button to continue.</p>



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Screen Description	Narration
<ul style="list-style-type: none">• Discuss the importance of establishing trust and building rapport.• List the key components of being a trusted helper.• Practice building trust and rapport.”	



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Screen 4 – Role of CDFs at VA



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Unit 3 : Lesson 2 - Building Trust and Rapport : Importance of Building Trust and Rapport : **Role of CDFs at VA**

Please think about someone you trust and would go to for help. Why do you trust them?

Trust:

- Increases employee commitment
- Supports communication and collaboration
- Allows the employee to be more open and honest

Trustworthiness = Credibility + Reliability + Intimacy

Where,

Credibility = expertise

Reliability = ability to get the work done

Intimacy = caring about others' needs



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Screen Description	Narration
<p>On the right side, the screen displays the course mentor with an employee at her desk. On the left side, the screen displays the following text:</p> <p>“Please think about someone you trust and would go to for help. Why do you trust them?”</p> <p>Trust:</p> <ul style="list-style-type: none">• Increases employee commitment• Supports communication and collaboration• Allows the employee to be more open and honest”	<p>Many times when we think of trusting relationships, we think of individuals we already know. So how do you become a trusted helper to employees who do not know you?</p> <p>Being a trusted helper is critical to your success as a CDF because it:</p> <ul style="list-style-type: none">• Increases employee commitment to the career development process.• Supports communication and collaboration between you and the employee.• Allows the employee to be more open and honest.



Screen Description	Narration
<p>The following text is added to the left side of the screen:</p> <p>“Trustworthiness = Credibility + Reliability + Intimacy</p> <p>Where,</p> <p>Credibility = expertise”</p>	<p>The first step to becoming a trusted helper is building a trustworthy relationship. Trustworthiness is a function of three critical factors: credibility, reliability, and intimacy.</p> <p>Credibility relates to expertise. An essential element in trust is having faith that the person in whom you place your trust has the skills and knowledge to assist you.</p> <p>In helping relationships, you can easily lose credibility if you claim to be capable in areas where you have little experience.</p>
<p>The following text is added to the left side of the screen:</p> <p>“Reliability = ability to get the work done”</p>	<p>Reliability relates to your ability to get the work done. Employees need to be confident that they can depend on you and you can easily lose or damage trust if you don’t fulfill your promises.</p>
<p>The following text is added to the left side of the screen:</p> <p>“Intimacy = caring about others’ needs”</p>	<p>Intimacy represents the degree to which a person cares about another’s needs. In helping relationships, if you appear aloof and detached from the situation, you will find a lack of openness and trust.</p> <p>Please select the “Next” button to continue.</p>



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Screen 5 – Knowledge Check



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Unit 3 : Lesson 2 - Building Trust and Rapport : Building Trust and Rapport : Knowledge Check

Select the option that best answers the question, and then select "Submit."





As a CDF, your ability to be seen as a trusted helper:

- ☐ Facilitates an open and honest conversation between you and the employee
- ☐ Establishes your credibility so that employees see you as a main source of support for their development
- ☐ Increases employee commitment to the career development process
- ☐ All of the above

Submit



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Screen Description	Narration
<p>On the left side, the screen displays instructions, question, and four possible answers. On the right side, the screen displays the course mentor meeting with an employee at her desk.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "As a CDF, your ability to be seen as a trusted helper:</p> <ul style="list-style-type: none">Facilitates an open and honest conversation between you and the employee	<p>Let's review what we have discussed so far. Please read the question, select the best answer, and then select the "Submit" button.</p> <p>When you are finished, select the "Next" button to continue.</p>



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Screen Description	Narration
<ul style="list-style-type: none">• Establishes your credibility so that employees see you as a main source of support for their development• Increases employee commitment to the career development process• All of the above" <p>Correct answer = "All of the above"</p> <p>After selecting the correct answer, the screen displays: "You are correct!"</p> <p>After selecting options A, B, or C, the screen displays, "While that is partially correct, 'All of the above' is the BEST answer."</p>	



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Screen 6 – Best Practices for Building Rapport

**Career Development Facilitator**✕

Unit 3 : Lesson 2 - Building Trust and Rapport : Practice Building Trust and Rapport : **Best Practices for Building Rapport**

Best practices for building rapport:

- Be open and honest
- Seek to understand
- Ask questions
- Be empathetic (through verbal and non-verbal cues)
- Find common ground
- Establish yourself as a credible source of career development information
- Be flexible in your behavior

Common barriers to building rapport:

- Disagreeing
- Talking too much
- Criticizing others
- Negative comments



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Screen Description	Narration
<p>On the right side, the screen displays the course mentor speaking to an employee. On the left side, the screen displays the following text:</p> <p>“Best practices for building rapport:</p> <ul style="list-style-type: none">• Be open and honest• Seek to understand• Ask questions• Be empathetic (through verbal and non-verbal cues)• Find common ground• Establish yourself as a credible source of career	<p>So now that you know the key components of building trust, how can you use trust to build rapport?</p> <p>Rapport is a relationship that consists of mutual trust or emotional affinity. There are some best practices for building rapport.</p> <ul style="list-style-type: none">• Be open and honest. This helps employees know you are someone they can trust.• Seek to understand. You must first work to understand an employee’s current situation and career goals. When employees see that you understand their current situations, they will be more open to sharing and communicating with you.• Ask questions. This way, employees can see that you care about what they are saying, which in turn fosters




Screen Description	Narration
<p>development information</p> <ul style="list-style-type: none">• Be flexible in your behavior”	<p>trust.</p> <ul style="list-style-type: none">• Be empathetic (through verbal and non-verbal cues). When employees think you know what matters to them, rapport will follow.• Find common ground. This will help you relate to employees and them to you.• Establish yourself as a credible source of career development information. This will help employees trust the guidance you provide and be more committed to the process.• Be flexible in your behavior. Each individual is different, and you need to be flexible in your communication style in order to be effective. You will learn more about how to respond to employees in the lesson on holding helping conversations.
<p>The following text is added to the left side of the screen:</p> <p>“Common barriers to building rapport:</p> <ul style="list-style-type: none">• Disagreeing• Talking too much• Criticizing others• Negative comments”	<p>Building rapport can have valuable long-lasting effects on a career.</p> <p>But that relationship can also be quickly and easily destroyed.</p> <p>Try to avoid these barriers to building rapport, including strongly or frequently disagreeing with an employee about trivial matters and talking too much—remember you are trying to develop a two-way conversation, not give a speech. The last two barriers are criticizing others and making negative comments.</p> <p>Please select the “Next” button to continue.</p>



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Screen 7 – Common Barriers to Building Rapport



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Unit 3 : Lesson 2 - Building Trust and Rapport : Practice Building Trust and Rapport : Common Barriers to Building Rapport



Your opening statement should include:

- An introduction of yourself.
- A brief synopsis of your career story and why you chose to be a CDF.
- A discussion of ways you can help and support the employee.

Do not forget to tailor your statement to the person you are speaking with!



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Screen Description	Narration
<p>On the right side, the screen displays the course mentor meeting with an employee at her desk. On the left side, the screen displays the following text:</p> <p>“Your opening statement should include:</p> <ul style="list-style-type: none">• An introduction of yourself.• A brief synopsis of your career story and why you chose to be a CDF.• A discussion of ways you can help and support the employee. <p>Do not forget to tailor your statement</p>	<p>One important step is to initiate your conversations effectively. You should develop an opening statement using the above techniques. Your statement should match your personality and style. It could include:</p> <p>An introduction of yourself, a brief synopsis of your career story and why you chose to be a CDF, And a discussion of ways you can help and support the employee.</p> <p>Remember to tailor your statement to the person with whom you are speaking.</p> <p>Please select the “Next” button to continue.</p>



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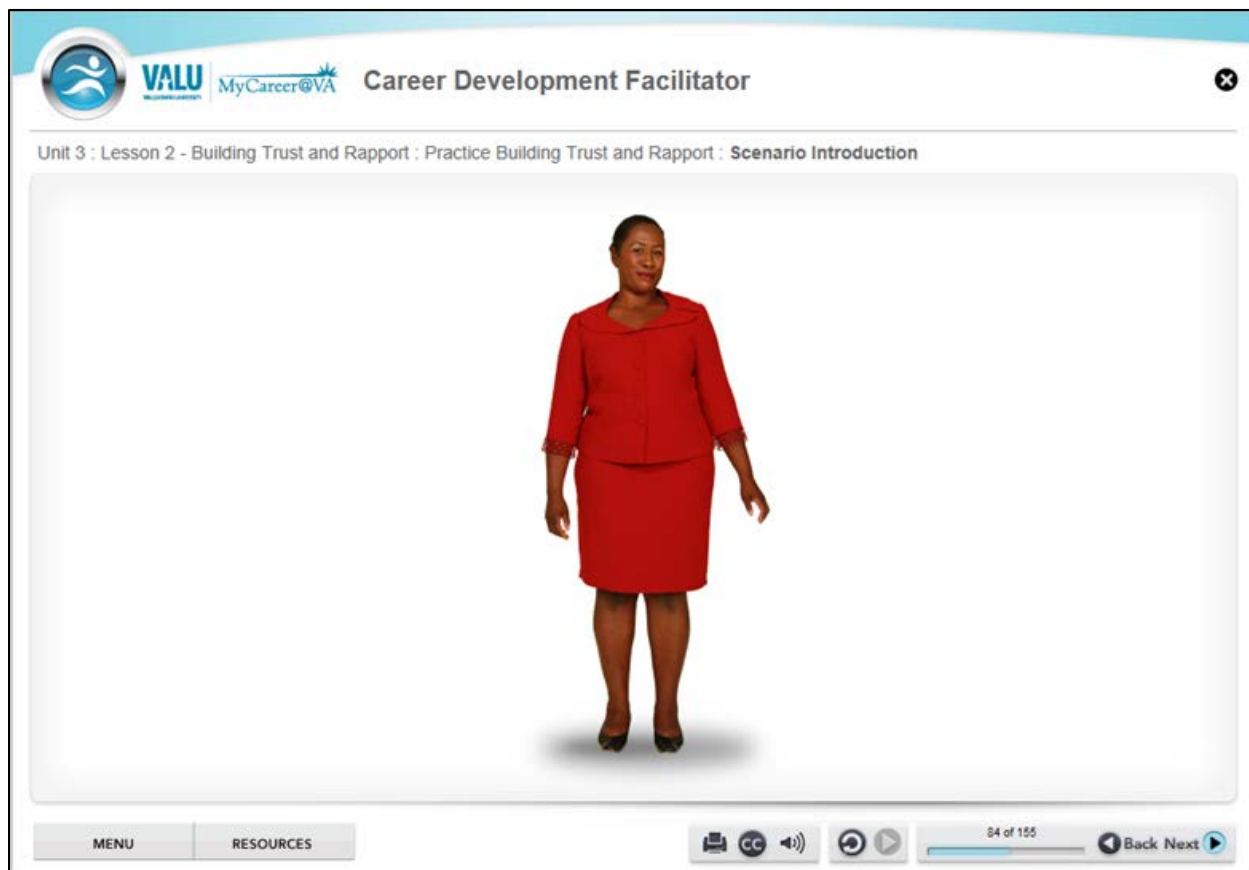
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to the person you are speaking with!"	



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Screen 8 – Scenario Introduction




Screen Description	Narration
Centered on the screen is the course mentor smiling.	<p>Let's apply trust and rapport building skills to scenarios you might face while working with VA employees.</p> <p>On the following screens, please read the description of an interaction with an employee, and then answer the question that follows.</p> <p>Select the "Next" button when you're ready to begin.</p>



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Screen 9 – Practice Scenario 1



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Unit 3 : Lesson 2 - Building Trust and Rapport : Practice Building Trust and Rapport : **Practice Scenario 1**

Select the option that best answers the question, and then select "Submit."

Rich schedules a meeting with you. When he walks in, he appears nervous and closed off. How should you approach this meeting with Rich?

Which is the best tactic for beginning your meeting with Rich?

- ☐ A) Use open body language, and smile
- ☐ B) Ask open-ended questions
- ☐ C) Share your career story
- ☐ D) Talk the majority of the time since Rich seems uncomfortable
- ☐ E) Answers A, B, and C



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Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and five possible answers. On the right side, the screen displays the course mentor speaking to Rich.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "Rich schedules a meeting with you. When he walks in, he appears nervous and closed off. How should you approach this meeting with Rich?"</p> <p>Which is the best tactic for beginning your</p>	<p>Rich schedules a meeting with you. When he walks in, he appears nervous and closed off. How should you approach this meeting with Rich?</p> <p>Select the best answer, and then select the "Submit" button.</p> <p>When you are finished, select the "Next" button to continue.</p>




Screen Description	Narration
<p>meeting with Rich?</p> <ul style="list-style-type: none">• A) Use open body language, and smile• B) Ask open-ended questions• C) Share your career story• D) Talk the majority of the time since Rich seems uncomfortable• E) Answers A, B, and C" <p>Correct answer = E</p> <p>After selecting the correct answer, the screen displays: "You are correct!"</p> <p>After selecting options A, B, or C, a text box will pop up that says, "While that is partially correct, 'Answers A, B, and C' is the BEST answer."</p> <p>After selecting option D, the screen displays: "I'm sorry, that is not correct. Please try again."</p>	



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Screen 10 – Practice Scenario 2



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Unit 3 : Lesson 2 - Building Trust and Rapport : Practice Building Trust and Rapport : **Practice Scenario 2**


Select the option that best answers the question, and then select "Submit."

You and Samantha sit down to discuss her career goals. Samantha shares several goals that she would like to accomplish. While these goals are eventually attainable, they are unrealistic at this point in Samantha's career. How should you approach Samantha about her goals?



Which tactic is best used when approaching Samantha about her career goals?

- ☐ A) Tell Samantha that she is the expert on her development and that she should set goals that she believes are best
- ☐ B) Be honest and inform Samantha that her career goals may be unrealistic at this point in her career
- ☐ C) Ask one of Samantha's supervisors to weigh in on the probability of Samantha achieving her career goals
- ☐ D) All of the above


Submit



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Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and four possible answers. On the right side, the screen displays the course mentor speaking to Samantha.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "You and Samantha sit down to discuss her career goals. Samantha shares several goals that she would like to accomplish. While these goals are eventually attainable, they are unrealistic at this point in Samantha's career. How should you approach Samantha</p>	<p>You and Samantha sit down to discuss her career goals.</p> <p>Samantha shares several goals that she would like to accomplish.</p> <p>While these goals are eventually attainable, they are unrealistic at this point in Samantha's career.</p> <p>How should you approach Samantha about her goals?</p> <p>Select the best answer, and then select the "Submit" button.</p> <p>When you are finished, select "Next" to continue.</p>



Screen Description	Narration
<p>about her goals?</p> <p>Which tactic is best used when approaching Samantha about her career goals?</p> <ul style="list-style-type: none">• A) Tell Samantha that she is the expert on her development and she should set goals that she believes are best• B) Be honest and inform Samantha that her career goals may be unrealistic at this point in her career• C) Ask one of Samantha's supervisors to weigh in on the probability of Samantha attaining her career goals• D) All of the above" <p>Correct answer = B</p> <p>After selecting the correct answer, the screen displays: "You are correct!"</p> <p>After selecting options B, C, or D, the screen displays, "I'm sorry, that is not correct. Please try again."</p>	



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Screen 11 – Conclusion

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Unit 3 : Lesson 2 - Building Trust and Rapport : Conclusion : Conclusion

Congratulations!

You have successfully completed the Building Trust and Rapport lesson.

Learning Objectives

You should now be able to:

- ✓ Discuss the importance of establishing trust and building rapport.
- ✓ List the key components of being a trusted helper.
- ✓ Practice building trust and rapport.

To review what you have learned today and plan your next steps, please consult the following resources:

- [Building Rapport](#)
- [Building Trust](#)
- Recommended TMS Courses:
 - Building Trust
 - Building Trust Incrementally

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Screen Description	Narration
<p>On the left side, the screen displays ‘Congratulations! You have successfully completed the Building Trust and Rapport lesson.’ and the Learning Objectives.</p> <p>Learning Objectives:</p> <p>“You should be able to:</p> <ul style="list-style-type: none">• Discuss the importance of establishing trust and building rapport.• List the key components of being a trusted helper.• Practice building trust and	<p>Congratulations! You have successfully completed the Building Trust and Rapport lesson.</p> <p>Please review the Learning Objectives and access any resources to reinforce the information covered in this lesson.</p> <p>Select the “Next” button to return to the course homepage.</p>



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Screen Description	Narration
<p>rapport.”</p> <p>On the right side, the screen displays Resources:</p> <p>“To review what you have learned today and plan your next steps, please consult the following resources:</p> <ul style="list-style-type: none">• Building Rapport• Building Trust• Recommended TMS Courses:<ul style="list-style-type: none">○ Building Trust○ Building Trust Incrementally”	