

# How to Build Rapport

## **Aim**

This workshop focusses on building rapport. How to make connections that are authentic and long lasting, without overstepping the lines of professionalism. This workshop is highly valuable in the digital age where we work on a global scale, in a diverse environment and do not always have the advantage of non-verbal communication cues.

## **What Others Had to Say About this Course...**



*Building Rapport in the digital age*

## **Who Should Attend this Course?**

This course will benefit all staff.

## **Outcome**

At the end of this workshop delegates will have the ability to understand the psychology behind and the tools that play a role in authentic long lasting relationships from a professional viewpoint.

**Duration: 1/2-Day**

## Content

What is Rapport Building	<ul style="list-style-type: none"><li>• The Definition</li><li>• Understanding Why it is so important</li><li>• The 4 Pillars of Rapport Building</li><li>• The psychology of influence – what people respond to</li></ul>
Similarity	<ul style="list-style-type: none"><li>• The psychology behind similarity</li><li>• The challenges in a global market</li><li>• Overcoming the challenges</li></ul>
Empathy	<ul style="list-style-type: none"><li>• The difference between empathy and compassion</li><li>• Does the business world need both empathy and compassion?</li><li>• What are the behaviours that relate to these?</li></ul>
Authenticity	<ul style="list-style-type: none"><li>• What does authenticity mean in the business world?</li><li>• The ethics of authenticity in the business world</li><li>• What behaviours reflect authenticity?</li></ul>
Shared Experiences	<ul style="list-style-type: none"><li>• Actively seeking shared experiences</li><li>• The danger of assumption</li><li>• Is there safe ground for professional sharing?</li></ul>
Returning to Values	<ul style="list-style-type: none"><li>• Building a road map of professional behaviour from values</li></ul>