



Wellness Lunch & Learn - one hour sessions

Rapid Rapport Building (1 hour)

Attendees will learn proven techniques for building rapid and effective rapport, whether face to face, over the telephone or in writing. This 'lunchtime learning' presentation combines theory with practice, enabling delegates to experience instant improvements in their ability to build rapport with others and thus enhance the quality of their communication.

Objectives:

- To give delegates an understanding of how rapport builds naturally, at an unconscious level and how this can be replicated
- To learn the techniques of matching and mirroring using the three components of communication – body language, tone of voice and words
- Understand the VHF channels of communication and how J K Rowling has utilised this principle in all the Harry Potter books

Content:

- What is rapport, why do we want it and how do we recognise it?
- The difference between matching and mirroring and how both of these are generated naturally, at an unconscious level
- How your body language reflects what you are thinking and feeling and how you can 'read' others' body language to better understand them
- Over the telephone, there is no body language. How to build rapport verbally using tone of voice and vocabulary