

Matching for Rapport

by Hedley Galt

Rapport is the foundation of successful relationships. It's about mutual trust and understanding, which can help build positive outcomes. Sound good? Then read on...

Creating relationship success is as easy as following three rapport-building steps:

1. Take a genuine interest

When you are genuinely interested in the other person they know it and are more likely to trust you. Eliminate all distractions and focus your full attention on the other person.

2. Create agreement

Building rapport is about creating 'agreement' with the other person and helping them feel more comfortable. This can be achieved by gently mirroring their body language, stance, language and even their breathing patterns. Be careful, however, not to copy them too closely. No-one likes to be mimicked.

3. Listen for key words and phrases

Listen carefully for key words or phrases that the other person uses to understand what their real needs are.

For example, if someone is using phrases such as "I see" and "That looks good" then they more than likely respond positively to information that is presented visually to them such as diagrams, pictures and images.

Learn More About It

If you want to learn more about Neuro Linguistic Programming, TLS can help. Our most popular course NLP is High Impact Communication.

- Learn to **increase your personal influence** and persuade others to agree with you.
- Find out how hypnotic language, rapport-building strategies and information coding techniques can be used to **add impact to any message**.
- Discuss ways to **stop difficult people pushing your buttons** - then find out how to make them listen when you speak.

NLP will give you the tools you need to build success in any business situation!

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