

Rapport-Building and Influencing Skills

1 Day

Rapport is a feeling of trust and mutual understanding. In business, building rapport helps you influence decisions, resolve problems and win better results in sales and negotiations.

Although it seems to occur spontaneously, rapport can be built deliberately. Learning how to create and use rapport is a great way to increase your personal influence. In this course, you'll discover how to connect quickly with groups and individuals. Then you'll explore ways of using rapport to influence decisions, resolve conflicts and overcome objections to change.

What you'll learn to do in this course

You'll come out of this session with powerful tools for connecting with and influencing others. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Know how to tell when rapport exists
- Use matching and mirroring to build rapport
- Utilise rapport to lead a conversation in a new direction
- Increase your charisma using influential language
- Influence with integrity using hypnotic language
- Plan to use rapport-building skills at work

Topics you'll cover

- Introduction to the power of rapport
- What hypnotherapy can tell us about influential communication
- Matching - the key rapport-building skill
- Building rapport on a one-to-one basis
- Connecting with groups and audiences
- Leading conversations beyond objections or complaints
- Three language patterns for gaining agreement
- Planning to succeed back at work

Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au

“
think
learn?
succeed

“Smart training for clever people”

**What others have said
about the course...**

“A brilliant presenter. Entertaining and insightful, very knowledgeable. I liked the opportunity for experiencing and practicing. Very valuable learning.”

“Great mix of practical exercise and clear explanation of rapport building techniques. I have learnt so much in such a relaxing way.”

“An excellent day. Gave me plenty of strategies which I can use at work. Lots of interaction managed well by presenter.”

