

Workshops 1 day | Price: £219 + VAT

EFFECTIVE COMMUNICATION: EMOTIONALLY INTELLIGENT COMMUNICATION - HOW TO BUILD TRUST AND RAPPORT

Have you met someone who seems to have an innate ability for connecting with people? They are much more attuned to the feelings of others and as such can create a sense of trust and understanding in a matter of minutes.

If you want to create a positive impression with new team members, build relationships with suppliers and / or customers, motivate people, and get support for your ideas and proposals, then this one day introduction to building trust, empathy and rapport is for you.

During this highly interactive session you will get to practice the behaviours that enable us to build rapport:

- What are empathy, trust and rapport?
- Your communication style
- Advanced listening skills and body-language work
- Four levels of understanding
- Asking great questions to raise understanding
- Getting on someone else's wavelength
- Adopting a positive mindset for success

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COURSES

This course is also available in house.

BENEFITS OF THE COURSE

We are all in the 'people moving' business. If you want to persuade or influence someone, you first have to build a relationship with them.

The best way to do this through genuine, empathetic understanding.