

THE IN-HOUSE TRAINING COMPANY

Rapport building

Overview

One message, delivered to several people, can precipitate a spectrum of reactions. This session focuses on improving the effectiveness and impact of our communication skills by examining different personal 'operating systems'. By 'style flexing', we can meet different communication needs, improve mutual understanding and enhance effective working relationships.

During **Candy's** one-hour session you will have the opportunity to:

- Examine the factors that influence rapport building
- Identify different social styles
- Appreciate how to connect with the different styles
- Consider representational models and how to speak someone's 'language' more fluently

Any questions?

Please just give us a call on **01582 463463** – we're here to help!

Or visit www.theinhousetrainingcompany.com