

Authentically Building Trust and Rapport Course®

Rapport can be the deciding factor between success and failure in your relationships. So, what is rapport? Rapport is the process of establishing and maintaining a relationship of mutual trust and understanding between two or more people.

Rapport is entering someone else's world so they feel you understand their perspective and needs. We can also say rapport occurs when people communicate in such a way that have mirrored their bodies and words.

If someone is hesitant, closed, uncooperative, and reluctant to communicate with you, it is likely that you have not yet built rapport. Developing a strong sense of rapport with clients or team members ensures you have a high level of trust, confidence and participation.



Taking the time to build rapport with customers and potential customers can contribute to sales and business growth. In fact, we can have an amazing product or service but without rapport we will struggle to connect with people and make sales. Rapport is crucial to the success of any business and while essential for sales, rapport is also vital for in-house employee relationships.

This course helps you and your team move from superficial to real connections with people. Body language and first impressions are vital keys to becoming a highly engaged individual and for building a highly engaging culture. The precious first moments when your team members interact with clients can make or break the possibility of a sale occurring. The residual effects of employees who do not authentically build rapport will result in diminished sales, lower customer service, loss of business, and lower staff morale.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Understand authenticity, trust, and establishing a road map for strengthening these qualities.
- Know how to prepare for a stakeholder conversation that will result in rapport being established.
- Know how to make a positive first impression.
- Understand effective communication skills.
- Appreciate the importance of empathy and be able to be empathic with clients.
- Gain a firm grasp of building rapport and developing powerful rapport with clients.
- Gain a deeper understanding of communication, including words, voice, and body language.
- Move from rapport building to advancing in customer service, influencing stakeholders, and/or closing the sale.

This training will ultimately help Leaders and Managers train their teams on how to build rapport and trust. We may also include the three characteristics of great Salespeople and great team members and teaching on why some Salespeople fail and others succeed.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on authentically building trust and rapport can be led in 90 minutes. The Authentically Building Trust and Rapport Course® with limited time roleplays can be led in half a day.

1 Day: The complete Authentically Building Trust and Rapport Course®.

The Breakthrough Corporate Training Advantage

We exist to empower leaders and teams to breakthrough and achieve their potential!

Our core purpose is to empower leaders and teams to breakthrough and achieve their potential. Our core values reflect the depths of who we are. Our Core values are **Engagement, Breakthrough, and Passion**. Our nurture values reflect what we care about, and how we perform to achieve our goals. Our nurture values are **Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork**.

Most of the time that we work with your team is spent activating what has been taught through interaction, activities, roll-plays, experiences, games, discussions and coaching. We have found that amazing content delivered with passion in a lively and engaging way boosts employee morale, retention and overall workplace satisfaction. Breakthrough Corporate Training has a strategic partnership with TransforMe and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations around the world. See some of our combined clients below. Our goal is to go over and above with our training by providing 2 or more trainers where possible. We aim to spend 50 - 75% of our time applying the learning. We don't offer every type of corporate training course but we are great at delivering the courses that we do offer. So give us a call or get an instant quote today. Find our details on the last page.

10s of 1000s of People from Organisations in Sydney Australia and Around the World have Been Transformed Through our Talks, Corporate Training, Coaching and Mentoring



Success Stories



"Scott has led multiple workshops on values, building healthy cohesive teams and Life Languages that have really impacted our business. The Life Languages program has been invaluable. My experience with Scott Epp has been empowering and transformational. It has been a positive investment, and we are continuing to integrate Scott and the Life Languages tool into our training and development..."

Kevin Bergeron – President & CEO at MiEnergy

'Shokai Group had the Life Language Communication Workshop today delivered by Scott & Nicole. It was fantastic. They are very friendly, passionate, professional, patient and they made the training very interesting. Everyone liked it and I believe we got to know more about ourselves and our communication effectiveness. Before the training, I was the one who contacted Scott. He is really helpful and always responded quickly & clearly. We are looking forward to having another training by them. Many thanks to Scott & Nicole. :)'

Cynthia Xiang – Office Administrator at Shokai Group



'Everything that we did together was so accurate and right away as Scott and Nicole described the different Life Languages I was able to identify how the Life Languages showed up in my life. I really liked how I wasn't boxed in with the Life Languages... I want to thank Scott and Nicole for facilitating for us because it's an awesome dynamic having them both lead as they both have such a high level of mastery and understanding of it that when they share it and communicate it they are able to make it so relatable. They each were able to share their own experiences and that made a big difference for us.'

Stefan James - Internet Entrepreneur and Founder of Project Life Mastery



We exist to empower leaders and teams to breakthrough and achieve their potential!

Call us at: 0481 307 778

Email: scott@breakthroughcorporatetraining.com.au

Learn more and get an instant quote at: www.breakthroughcorporatetraining.com.au