

High Level Rapport

Price: \$2,400

Overview:

High-level rapport is the cornerstone of effective communication, fostering trust, understanding, and collaboration. This training syllabus aims to equip participants with the skills and knowledge necessary to establish and maintain rapport in various personal and professional contexts. Through a combination of theory, practical exercises, and real-world applications, participants will learn the art of building genuine connections and fostering positive relationships.

Module 1: Understanding Rapport

- Introduction to rapport and its importance in communication
- The psychological principles behind rapport building
- Identifying non-verbal cues and signals in establishing rapport
- Practical exercise: Observation and analysis of rapport in real-life interactions

Module 2: Active Listening

- The role of active listening in building rapport
- Techniques for enhancing listening skills
- Empathetic listening and understanding emotions
- Practical exercise: Active listening role-plays and feedback sessions

Module 3: Communication Styles and Diversity

- Exploring different communication styles and preferences across cultures and backgrounds
- Adapting communication style to build rapport with diverse individuals, considering cultural nuances
- Recognizing and mitigating communication barriers stemming from diversity
- Practical exercise: Communication style assessments and role-plays involving diverse scenarios

Module 4: Diversity and Inclusion in Rapport Building

- Understanding the importance of Diversity and Inclusion (D&I) in effective communication and rapport building
- Key concepts in D&I: equity, representation, inclusivity, and belonging
- Strategies for fostering inclusivity and respect in communication and rapport building
- Practical exercise: Case studies and role-plays focusing on D&I in rapport building

Module 5: Truth and Reconciliation in Rapport Building

- Understanding the concept of Truth and Reconciliation (T&R) in the context of interpersonal and intergroup relations
- Addressing historical and systemic issues that impact rapport and trust, such as colonialism, discrimination, and injustice
- Strategies for integrating T&R principles into rapport building and communication practices
- Practical exercise: Discussions, reflective activities, and role-plays centered around T&R principles

Module 6: Verbal and Non-verbal Communication

- Harnessing the power of verbal and non-verbal cues in communication
- Body language and gestures in establishing rapport
- Vocal tone, pitch, and pace for effective communication
- Practical exercise: Non-verbal communication analysis and improvisation activities



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Module 7: Conflict Resolution, Difficult Conversations, and Empathy

- Strategies for managing conflict while considering diverse perspectives and backgrounds
- Approaches to handling difficult conversations with sensitivity to cultural and personal histories
- Active listening, empathy, and respect for D&I and T&R principles in conflict resolution
- Practical exercise: Role-plays of challenging scenarios involving D&I considerations and T&R principles

Module 8: Applying Rapport in Professional and Personal Settings

- Integrating D&I and T&R principles into professional interactions, including networking, sales, and leadership roles
- Applying rapport skills in personal relationships with awareness of diverse backgrounds and histories
- Practical exercise: Creating personalized rapport-building action plans integrating D&I and T&R principles

By the end of this training program, participants will have developed the necessary skills and confidence to establish and maintain high-level rapport in various personal and professional contexts, enhancing their communication effectiveness and fostering positive relationships.