

COURSE OVERVIEW

# Rapport Building

TIPTM-109



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Rapport is the sense of trust, connection, and mutual understanding that forms between people during meaningful interactions. It's built through empathy, active listening, and genuine communication, creating a comfortable space where individuals feel heard and respected.

In both professional and personal settings, a strong rapport enhances collaboration, reduces resistance, and fosters openness, making conversations more productive and relationships more resilient. Whether you're handling a customer complaint, leading a team, or supporting a colleague, building rapport lays the foundation for influence, cooperation, and long-term success.

## **Module 1: Building Rapport**

Communication flows best when there is a high level of rapport or bonding between two people or with a group.

- Matching
- Mirroring and leading
- The MACE model
- Seven steps to building rapport
- Understanding boundaries

**Suitable for:**

Managers, mentors and coaches seeking to improve team performance, develop better relationships, improve communication skills, influence others, or excel at selling.

**Skills achieved:**

- Personal Resilience (Basic)

**Related Resources:**

- Career Development Assessment
- Work-related stress Assessment
- Performance Checklist
- Performance Improvement Plan Checklist

**Benefits:**

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

**Estimated Time:**

30 Minutes

**Related Courses:**

- Effective Listening
- Essentials of Customer Service
- TACT
- Effective Interpersonal Skills
- Developing Self-Awareness