



# The Authentically Building Trust and Rapport Course©



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

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# The Authentically Building Trust and Rapport Course©

Would your leaders and team members benefit from a practical training to develop their interpersonal skills?

This experiential course activates the essential social skills and communication skills that people need in nearly every workplace role.

Trust and 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 they have mirrored their body language with their words.



📅 1-2 Hours | 📅 1/2 Day | 📅 Full Day

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.
- Overview the tenants of Emotional Intelligence and carry out activities to make it stick.
- Know how to make a positive first impression.
- Understand effective communication skills and carry out group based activities.
- 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.



The overall training/coaching is aimed to help participants gain knowledge with interpersonal skills and communication skills that are essential for nearly every workplace role. This training is focused on helping your group of team members to build their social skills, rapport and trust. This course can be run in the following formats: 1-2 Hours, Half Day, and Full Day options are available. Call +61 481 307 778 or email [office@breakthroughcorporatetraining.com.au](mailto:office@breakthroughcorporatetraining.com.au) for more information.

## Empowering leaders and teams to breakthrough and achieve their potential!

Breakthrough Corporate Training offers workshops, corporate training, coaching, team building, retreats and speaking services to organisations in Australia and worldwide. Breakthrough Corporate Training has a strategic partnership with TransforMe Learning and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations. 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. See some of our combined clients below.



### Our Vision

Breakthrough Corporate Training is a Sydney Australia-based corporate training leader. We facilitate powerful breakthroughs that transform team culture through our CLASS (Communication, Leadership And Soft Skills) and RAW (Resilience And Well-being) Courses and Programs. Our clients experience transformation through our on-line and on-site training, coaching, team building, retreats, and keynote talks. We add enormous value to teams as they become healthy, cohesive, and successful.

### Our Core Purpose

To Empower Leaders and Teams to Breakthrough and Achieve Their Potential!

### Our Core Values

Our Core Values show you what is really important to us and how we behave. Our core values demonstrate who we are at our core to our clients. These Core Values are intrinsic to who we are, and they do not change. Our Core Values are *Engagement, Breakthrough, and Passion*.

- Engagement* – We are engaged in every client encounter.
- We empower leaders and teams to *Breakthrough*.
- Passion* is our energy that fuels transformation experiences.

Our Nurture Values are values that we care about and that we aim to demonstrate in our behaviour. These values reflect our standards and how we function in our organisation. Our Nurture Values are *Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork*.



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