

5 Strategies

to Build Connection and Trust Through Rapport

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ADOPT THE 3 TWELVES TO KICK OFF AN INTERACTION



- First 12 steps-show energy and impact (physical)
- First 12 words-greet in the positive (verbal)
- This creates the first 12 seconds to set the scene (connection)



MAXIMISE SIMILARITIES AND MINIMISE DIFFERENCES

Find something in common to focus on

MATCH THE TONE, PITCH AND PACE OF THE WORDS OF THE OTHER PERSON



On the phone, face to face or on a Zoom



MIRROR BODY LANGUAGE THROUGH GESTURES, POSTURE AND PACE

Be a little more like the other person/s

MATCH HOW OTHERS TALK- DETAIL OR BIG PICTURE



Connect through language

