

Be Yourself—Establish Connection

The Art of Building Rapport in Any Conversation

Inclusion, equity, and diversity have never been more important than they are today. Because everyone is uniquely different, the way we speak and interact with others is sometimes interpreted as offense. These offenses lead to misunderstandings, violated expectations, and negative or stressful work environments. When disrespect abounds and people are at odds with one another, teamwork, collaboration, and contribution cease to exist.

In today's volatile social landscape, no one can afford to unintentionally offend others. We need to be able to understand and work within a diverse workforce if we expect to create fantastic results.

It is possible to learn to recognize different “interaction” styles that others possess. Rather than being offended by others, successful people recognize that the way others interact is a function of how they think and approach the challenges they face. These are simply style differences—and while some people might be offended by a style difference, the way people interact is not intended to give offense. Unfortunately, our differences might keep us from establishing rapport and connecting with others, which ultimately detracts from the quality of our work.

Learning objectives for participants:

- Recognize one's own style and the different styles of others—how they think, communicate, and interact.
- Identify how to “match” the styles of others to create connection and build rapport.
- Adapt the delivery of a message so that others gain complete understanding.

This presentation is a highly entertaining and personally reflective experience that helps participants recognize their personal interaction styles as well as recognize hallmarks of the styles of others. This knowledge is easily applicable to personal and professional relationships, so it helps individuals connect and establish rapport. The ability to improve personal connections will vault employee engagement to new heights.

Immediate Takeaway Outcomes:

Upon the completion of this event participants will be able to immediately be able to demonstrate the following skills.

- Identify others' expectations in resolving conflict and solving problems.
- Adapt their message to increase understanding, respect, and results—with even the most difficult people.
- Improve collaboration in solving problems and creating innovative solutions.

Results: Understand diversity, connect, and establish rapport with *anyone*.

