

Building Trust and Rapport: The Heart of Effective Leadership

Participants will discover that building trust and rapport is not random chemistry, but a deliberate, learnable skill anyone can master in any interaction — new or existing, personal or professional. The session shifts the mindset from “hoping it happens” to intentionally creating deeper connections that strengthen leadership, relationships, and personal wellbeing. Through clear insights, tangible benefits, and three simple techniques, attendees leave ready to apply practical tools immediately in daily life and work.

Learning Objectives

- Understand that trust and rapport are learnable skills, not luck.
- Recognise the personal, career, and team benefits of building strong trust and rapport.
- Apply three easy techniques right away to create better connections in any interaction.

Content Outline

Trust And Rapport Building As An Acquired Skill

- Trust and rapport are deliberate, engineerable skills that can be created in every relationship
- Core frameworks that show exactly how it works in real life

Why It Matters For Your Team And You

- High-performing teams, better results, and smoother workdays
- Stronger networks, new opportunities, plus improved health, happiness, and longevity

Techniques Professionals Use To Engineer Trust And Rapport In Every Conversation

- Three ready-to-use techniques:
 - Genuine Interest + Paraphrase
 - One BRAVING Micro-Behaviour
 - Appropriate Vulnerability