

Building Trust and Rapport: The Heart of Effective Leadership

Key Takeaways

1

Building Trust & Rapport



Behaviour

Intentional communication and action



Consistency

Demonstrated over time

2

Why It Matters



Building trust and rapport creates psychological safety, enabling teams to achieve higher innovation, productivity, and results.



Trust and rapport drive open collaboration, stronger networks, and greater opportunities, resources, and fulfillment for you and your team.



Trust and rapport foster lasting happiness, better health, greater resilience - a powerful form of self-care.

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3 Simple Techniques You Can Use Immediately



Genuine interest and playback

Ask: "What's been the highlight of your week?"

Then play it back: "What I'm hearing is"



One BRAVING micro-behaviour a day

Choose one trust behaviour to practice daily: boundaries, reliability, accountability, confidentiality, integrity, non-judgment, or generosity.



Appropriate vulnerability

Share a brief "I" statement (e.g., "I felt the same last quarter...") to build connection in under 30 seconds, without turning it into a rant.

Need a bit more help?

Connect with your coach to identify patterns that may be holding back deeper connections and effective leadership.



Take charge of your mental health today!

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