

ANZURA Conference 25 - 28 August 2023

CREATING RAPPORT TO BUILD TRUST AND OPEN HEARTS

To Acknowledge I address the other person by name	Observation and Feedback:
To Connect I give generous eye contact (without staring)	Observation and Feedback:
To Encourage I ask open ended questions to encourage the other person to share generously. Tip: I Use the 5 W's: Who. What, When, Where, Why	Observation and Feedback:
So they know I'm Listening I acknowledge the other person's viewpoint, even when I haven't thought of things their way eg I understand; I can see why you'd think that; I hear you.. I reflect back what they've said to indicate understanding eg it sounds as though...	Observation and Feedback:
To create and maintain a Positive Vibe I match and mirror the other person's gestures, language, vocal pace, tone, breathing.	Observation and Feedback: