

## Track Training Tips Number 27.

### Top Ten Steps to Building Rapport.

Building on our last discussion regarding 'Relationship Building', some specific observations on '**Rapport**'. This is extremely relevant for all areas of **Customer Service**, whether you are talking to Internal or External customers.

1. Remember to **SMILE** – however difficult it may be!
2. Find out the other persons correct **Name**, remember it, use it.
3. Look for areas of **Common Ground** (don't labour the differences).
4. Give them a good **Active Listening** to.
5. Listen to other peoples **suggestions** and implement them wherever you can.
6. Model their verbal language and **mirror the Body Language**.
7. Remember that '**Please**', '**Thank You**' and '**Well Done**' are free to use and infinitely reusable.
8. **Don't Interrupt** and **don't make Assumptions**.
9. **Maintain Confidentiality** at all times.
10. Demonstrate **Empathy** where you can.

Best Regards

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