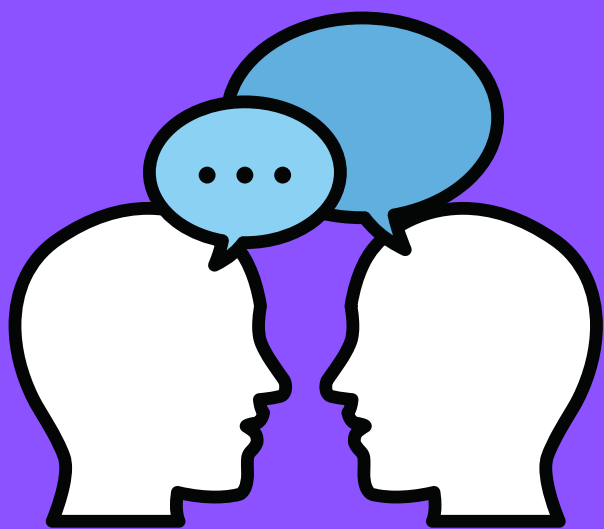


Conversation with a Purpose

5 Keys for Effective Rapport Building



Focus on their Interests

- Focus on the interests of the person you're talking to.
- Don't be afraid to admit you don't know about their interests.

Find Common Ground



- Look for shared experiences, values, and interests!
- This key to understanding differences between two people.



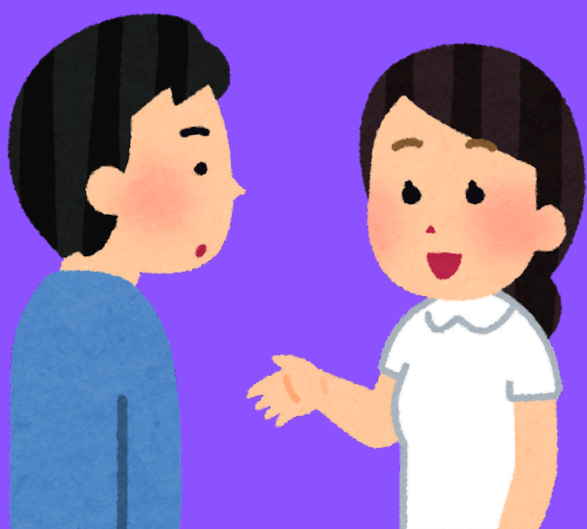
Be an Active Listener

- Be aware of your body language!
- Smiling and quick verbal acknowledgements are okay.
- Remember we want others to feel at ease when talking to you.

Open-Ended Questions



- Avoid Yes/No questions.
- Use How, What, and When questions often.



Listening Stamina

- Listening is a skill that can be developed.
- Practice often.
- This will help you remember what others have said