

Strategies to Build Rapport

SkillBrief

Strategies	
<i>Paying Attention</i>	You pay attention to members by stopping what you're doing when they approach you, directing all your attention to them, and dealing with any interruptions to your conversations quickly.
<i>Showing Empathy</i>	You can show empathy toward your members by briefly and relevantly relating your own experiences, reflecting their emotions and situations back to them, and normalizing their difficulties. All of these strategies help demonstrate understanding and are used to reassure members and make them feel more comfortable.
<i>Connecting</i>	<p>You connect with members by finding commonalities with them and making them feel like they can identify with you. You also connect with people by making them feel that they are welcome and that they mean something to you.</p> <p>Techniques that you can use to establish a connection with people include greeting them, smiling at them, calling them by their names, listening actively, and remembering details they've shared with you in the past.</p>
<i>Being Positive</i>	To be positive, you should maintain a positive attitude in difficult situations, try to never say no to members, and always try to offer possible solutions to their particular problems.

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