

Engaged & Engaging Communication



FOCUS

- Discover how to establish rapport quickly.
- Create receptivity to your videos, calls and written communication.
- Learn how to connect efficiently and effectively with virtual etiquette strategies.

RAPPORT DEFINED

Rapport is a commonality of perspective, being in sync, or on the same page. When rapport is present, interactions are comfortable, easy and pleasant. Charismatic leaders often build rapport easily.

How does rapport enhance connection?

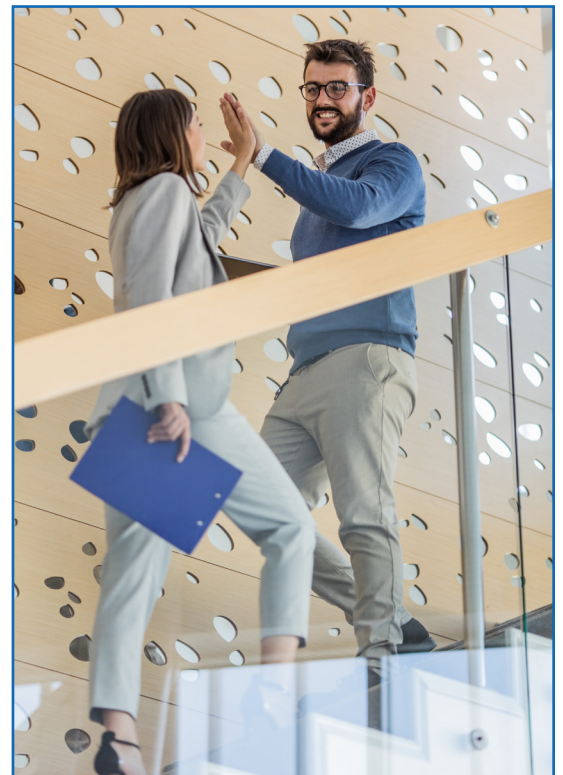


ESTABLISH RAPPORT QUICKLY

- Genuine Smile
 - Eye Contact
 - Common Interest
 - Gestures
 - Breathing
 - Matching and Mirroring
 - Posture
 - Voice Quality, Pitch, Speed and Tone
 - Language
 - Questions
 - Listening Skills
 - Facial Expressions
 - Handshake, Hug, Shaka, Fist Bump
 - Body Movement
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CONNECT WITH STAIR

Service
Trust
Authenticity
Integrity
Respect



Preparation

Questions Are The Answers

Closed _____

Open _____

Listen

- Words
- Phrases
- Repetition
- Emphasis
- Learning Tendencies
- Emotion
- Logic
- Motive or Reason
- Timing
- Past, Present, Future





Preferred Method of Communication

VIRTUAL ETIQUETTE

1 Video



2 Audio



3 In Writing

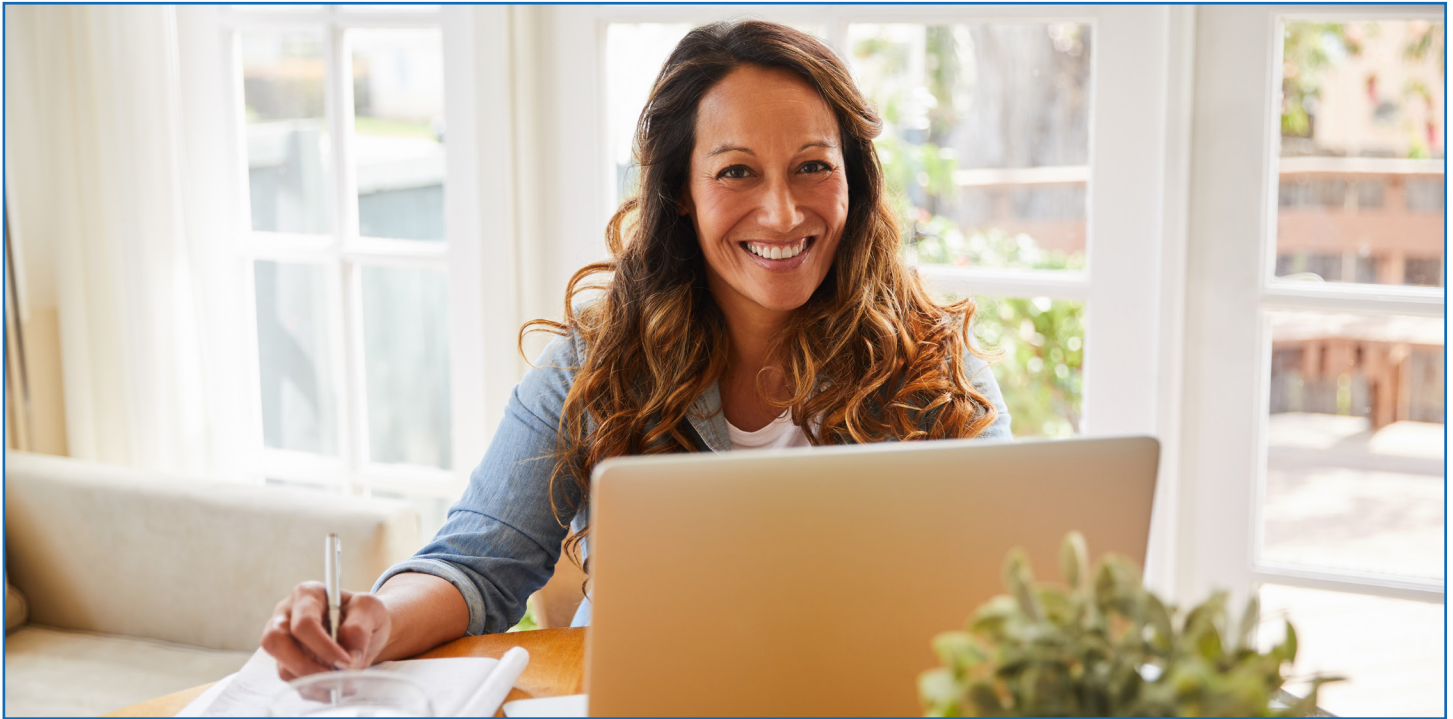
Text

Personalized Letter

Appreciation Message

Email

Social Media





ACTIVATE

INSIGHTS

