

Alignment Transformational Sessions



Building and breaking rapport

- 1. What is rapport?**
- 2. Understanding actions from rapport**
- 3. Building rapport**
- 4. Breaking rapport softly**
- 5. Mirroring and matching**
- 6. People around you**
- 7. Understanding flexibility**
- 8. Trying different strategies**
- 9. Sensory language**
- 10. Practical reflections**
- 11. Getting someone's attention**
- 12. How to respond to angry people**