

**Do you have
what it takes
to excel at
your job?**

Start

Click on start to find out



After completing this course you will be able to:

- Define rapport building
- Relate to the concept of building rapport from the perspective of a tele-executive
- List the benefits of building rapport with our customers
- List the components of building rapport
- Demonstrate an understanding of the components of building rapport



Click on next to continue

Building Rapport



Menu



**What is building
rapport?**



**Why is building
rapport important?**



**What are the
components of
building rapport?**

Click on each circle to continue

What is building rapport?

What is building rapport?

Trust



When does the process of rapport building begin?



A. When you meet the customer

B. When you introduce yourself

C. When you start your shift

D. When you end the call

Why is building rapport important?

Why is Building Rapport important?



Why is Building Rapport important?



It makes our customers feel valued

Helps us gain insights into their requirements

It is part of the SOP

It is not important



What are the components of building rapport?



**Effective
Communication**



**Showing
Empathy**



**Winning
Customer
Confidence**



**Keeping
Customers
Satisfied**

What are the components of building rapport?



Effective Communication

- Essential for business dialogues
- The first step in establishing good rapport.



What are the components of building rapport?



Effective Communication



Showing Empathy

- Involves identifying with and understanding another person's situation, feelings, and motives.
- Empathy helps build rapport as it shows understanding.

Showing Empathy

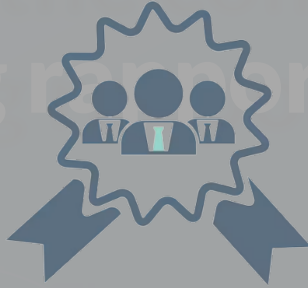


Building Rapport



Components of building rapport

What are the components of building rapport?



Winning Customer Confidence

- Building trust with customers
- Trust is established through professionalism and character
- Customers entrust confidential information when trust exists



Effective
Communication

Showing
Empathy

Customer
Comfort

What are the components of building rapport?



Keeping Customers Satisfied

- Achieved by meeting and exceeding customer expectations.
- High customer satisfaction is key to building and maintaining rapport.



Effective
Communication

Showing
Empathy



Thank You!
**Now let's start
building.**