1. What role does building trust and rapport play in the development of a relationship.

2. What have you observed are the most important factors that contribute to creating that initial connection.
Communicating with Mastery

Chapter 2
The six levels of communications for building trust and rapport

Level 1  T_______ or S_______ T_______

Level 2  G_______ or P_______ T_______
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Level 3
C______ E______

Level 4
I______ and O______
Communicating with Mastery

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Level 5  F________

Level 6  P_______  C_________________