

E-Learning Course

Building Rapport for a Healthy Workplace

Program Overview

Building rapport with your colleagues is one of the most helpful things you can do to foster communication in your workplace and benefit your career overall. This course will explain what rapport is and the benefits of building rapport to a healthy workplace. You'll gain insight on how to use self-reflection and observation to see opportunity for relationship-building around you. The techniques you learn here will go a long way to strengthening your relationships and your overall work.

This course offers participants the opportunity to work on their own personal and work situations, where they want to be more assertive. As a result, participants leave our assertiveness skills training equipped with some effective, practice strategies for achieving a more successful outcome.

Pre-requisites

Have written and oral command of the language of instruction.

Learning Objectives

- Demonstrate an understanding of rapport and its significance at the workplace
- Acquire key skills for building professional relationships
- Identify factors contributing to unprofessional behavior
- List principles of business etiquette
- Understand the importance of appearance
- Compare and contrast between acceptable and unacceptable business attires
- Demonstrate key skills for verbal and non-verbal communication
- Demonstrate an understanding of the rapport building process

Course Content

- Business Etiquette
- Rapport
- The Rapport Building Process
- Professional Communication
- Business Attire

Duration

1 Hour

Assessment

Not Required

Certificate

The participant will be awarded with Gulf Aviation Academy (GAA) electronic certificate upon successful attendance and completion of the course.