

# Building Rapport & Empathy

Conversation with a Lifestyle Coach



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# Panelist



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# A Conversation on Building Rapport and Empathy with an Experienced Lifestyle Coach



# Definitions

## Rapport

A close and harmonious relationship in which the people or groups concerned understand each other's feelings or ideas and communicate well.

## Trust

Firm belief in the reliability, truth, ability, or strength of someone or something.

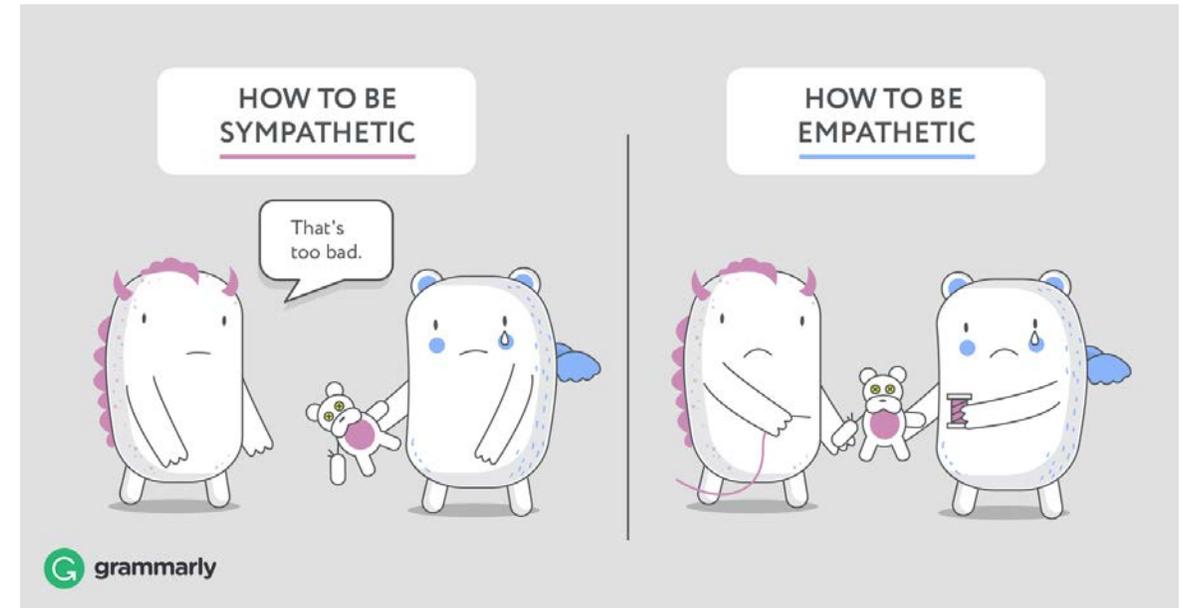
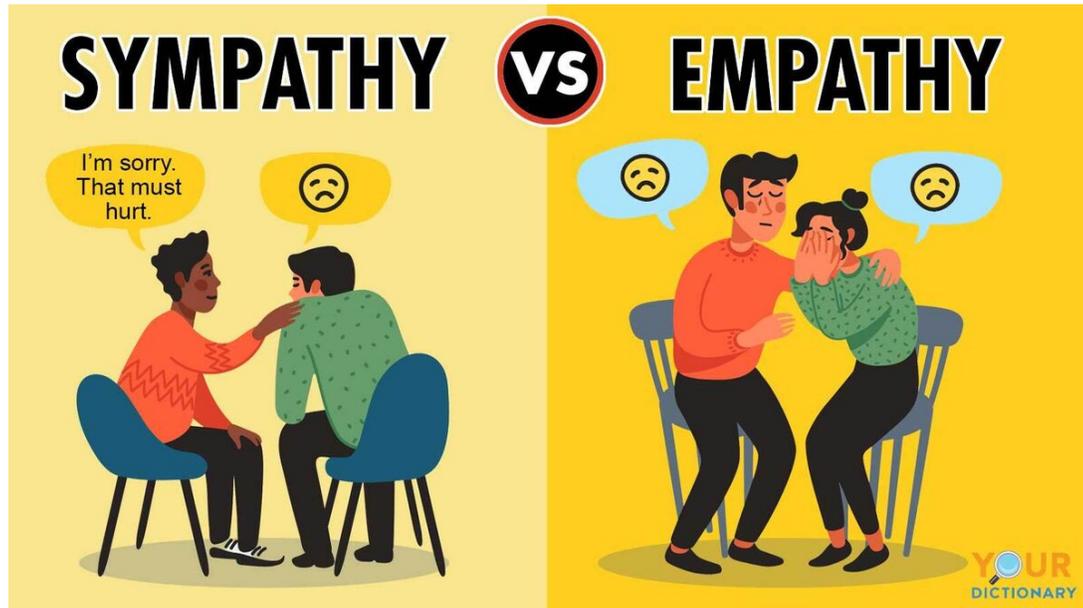
## Empathy

The action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another.

## Sympathy

Feelings of pity and sorrow for someone else's misfortune. An understanding between people; common feeling.

# Sympathy VS Empathy



[Brene Brown – Empathy VS Sympathy Video](#)

# Brene Brown – Empathy VS Sympathy

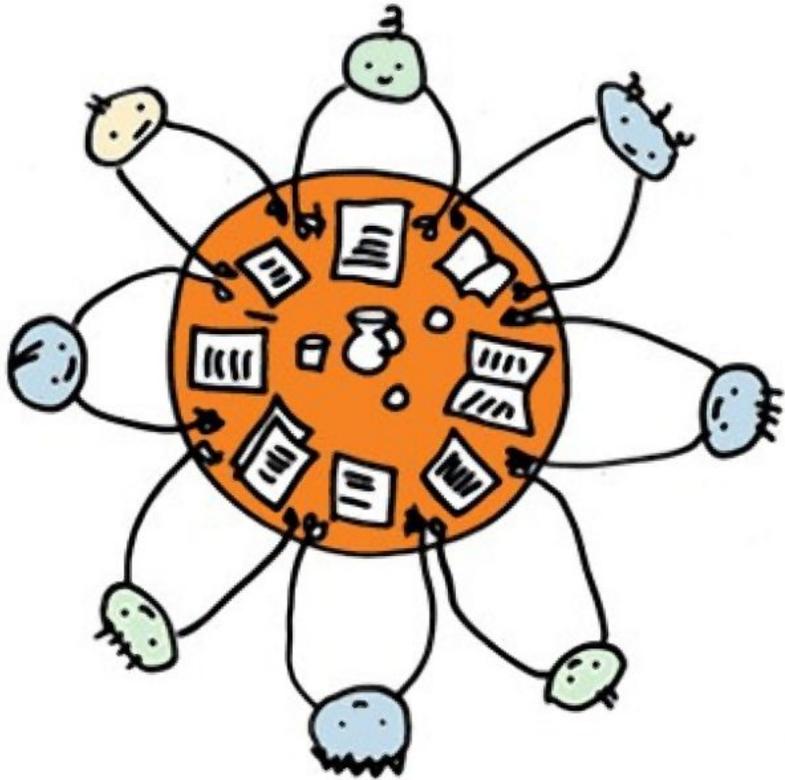


# First Impressions



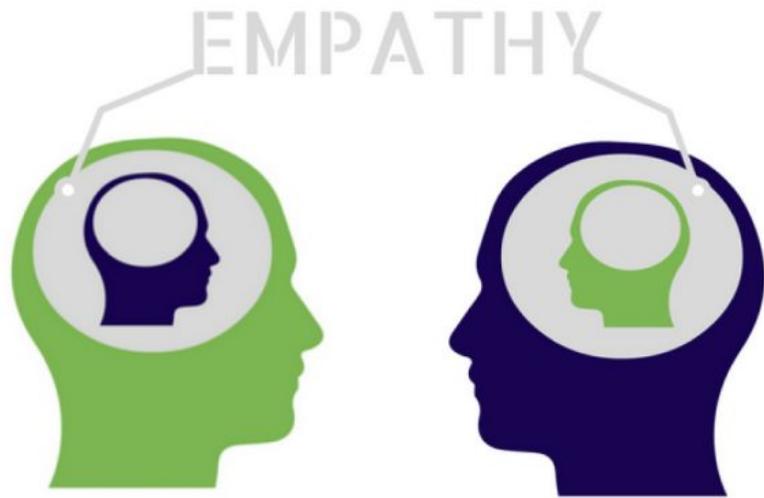
What is important to begin building rapport and trust with participants the first time you meet them?

# Group Dynamics



What considerations are important for group dynamics in building trust and rapport?

# Empathy



What role does empathy play in the success of each participant?

How can coaches show empathy?

# Summary

Building rapport and trust allows participants to share openly with you and their peers and provides more support over their lifestyle change journey.

Empathy fuels connection between individuals. Allowing for a safe space to be vulnerable and share challenges.

Lifestyle Coaches are key in facilitating trust, rapport, and empathy in various group dynamics.

Consider how you may show up for your participants and support them on their journey.