

## ENHANCING RAPPORT & COMMUNICATION



### **EXECUTIVE LEARNING SESSION**

Building rapport, gaining trust, and earning credibility are critical elements to the success of professional and personal lives. There are very distinct steps one can take to improve their ability to establish solid and positive bonds with their superiors, employees, peers and clients. After all, no matter where one goes or what one does, people are people. How well one projects themselves and their ability to assess others is fundamental to their prevailing in all aspects of life.

Robert Mazur shares the secrets of enhancing rapport and communication. He identifies the insights he honed from psychologists and others when he was trained to become a highly successful undercover agent. His mastering of these skills is evident from the gripping events in his two books that chronicle his 5 years within the underworld. His NY Times bestselling book, *THE INFILTRATOR*, addresses his many years living within the Medellin Cartel as a highly sophisticated money launderer for some of the world's most ruthless criminals, including Pablo Escobar. His new book, *THE BETRAYAL*, reveals his operating for years as a trusted launderer within the Cali drug cartel and Panamanian underworld.

Through a riveting presentation that includes demonstrative videos and role playing, Robert explains the steps one needs to take to:

- Identify the most critical issues about others
- Learn how to interpret verbal and nonverbal cues
- Properly develop a macro and micro operational plan to succeed in relationship building
- Find answers with silence and active listening
- Earn trust and credibility
- Learn the power of passive reinforcements
- Discover how to neutralize those intent on obstructing your success
- Exploit the power of an unwitting source
- Naturally train yourself to be the best “you”

This executive session is best presented in a 2-hour masterclass or fireside chat format, although it could be edited and condensed into a 90 minute presentation.