

# ECLIPSE

Newsletter

APR 2011, Issue #4



## Quote Pick of the Month

"The single most important ingredient in the formula for success is knowing how to get along with people." — *Teddy Roosevelt*

## THE SECRET OF BUILDING RAPPORT!

People definitely find it easier to do business with people they like, and the key to having someone like you is to build rapport with them. Sometimes we meet someone and almost immediately feel a "connection" with them. But often, we meet a person and feel no connection at all. Even when we want to connect and "build rapport", we are unable to do so. Why are we able to have almost instant rapport with some people and almost no rapport with others? There are a number of reasons for this, one contributor to rapport lies in our "social style" and the "social styles" of others.

There are many profiling tools available that are built around communication styles, and JET have designed corporate team-building events to build rapport and enhance communication using their favourites. However, as an introduction, let's take a quick look at the four social types to start to get an idea.

**Analyticals** are just that – very analytical. They seek perfection. They're organized, detail-minded, and somewhat idealistic. Analyticals can become easily depressed, and are often moody and sarcastic.

**Commanders** are natural leaders. They seek control. They are high achievers, can be bold and assertive, and are often very competitive. They also can be egocentric, headstrong, and short-tempered.

**Expressives** are people people. They seek fun. They're animated, cheerful, and enthusiastic. They also can be loud, overly talkative, and undisciplined.

**Stabilizers** are relationship builders. They seek peace. You'll often see them as accommodating, considerate and easy-going. Stabilizers will avoid conflict, sometimes at any cost.

Each style has a full complement of strengths and weaknesses, and no one style is better than another. In addition, most of us have a primary style and a secondary style.

Clues about a person's social styles can also be picked up by observing his or her clothing, preferred communication style, body language and /or surroundings. We will cover more on this in next month's newsletter, so stay tuned to watch this space. In the meantime get curious about your social style and the social style of others.



**Testimonial:** "JET has been able in a very short time to understand the Company's culture and challenges. They've acted as a very strong and reliable partner to successfully organize our Management conference, and to find truly innovative ways to convey our messages. They engaged the audience with an amazing level of energy. The event truly made a difference, people often refer to it, always as a strong experience. And even more important, we could feel the difference the day after, when back to work." - *Head of Human Resources,*

## A MESSAGE FROM THE GM



### Hello everyone

Everyday more and more I am finding out how it is of vital importance to build trust and rapport with your customers and begin your relationship with the true goal of finding out their wants and needs and then making sure that you fulfill them... One part of my work that I find really interesting is designing experiential team building programs to achieve client objectives and make sure that the teams go back to the workplace with learnings that they can apply to their everyday work.

It is very important to listen carefully. Listen with your ears, eyes, heart and mind. Listen to the words that are being spoken, observe body language, listen to tones to understand the emotional content, and be aware of what is not being said. Effective listening is needed to understand others and their objectives.

If your goal is to meet and exceed client needs, like ours is at JET, then build rapport and create the kind of loyal customers who will tell everyone about you and your business.



## Our Model: Experience, Learn, Grow, Change

JET is all about team building and training. We help organizations build stronger teams, more dynamic leaders, more effective communication and a higher level of trust. A day with JET – even one – will provide powerful lessons, meaningful insights and real benefits that translate back to the office by changing the way people interact with one another. During our programs, leaders emerge from surprising sources, already acknowledged leaders become even stronger, people try on new roles, learn to appreciate new perspectives, find potential they never knew they had, and as a result teams get stronger.

Our model for how behaviors become habits and how teams become efficient is simple: Experience, Learn, Grow, Change. We have developed, tested and fine tuned experienced based programs that transform teams from groups of individuals to cohesive units with shared vision, common goals and mutual respect.

Teams get stronger



## How will a day with JET make a difference?

JET programs use an experiential approach to promote individual and group learning, enhance the groups' performance and set a foundation for continued development. Success comes from how the group analyzes each problem, identifies and allocates resources and creates and executes a plan. Participants will see how group support enhances individual achievement and will leave with fresh perspectives about themselves as team players and leaders and with concrete ideas about applying these insights back to the workplace.

### We offer ...

Outdoor and indoor team building activities, simulation games, soft skills training, corporate coaching programs with an emphasis on "bringing the core values to life", team diagnostic assessments, inspirational leadership retreats, motivational keynote presentations.

## OUR PROGRAMS



### JET programs are designed to:

- Create positive change
- Align peoples understanding
- Inspire participants to achieve things they never thought possible
- Increase productivity
- Improve internal communication skills
- Act as a catalyst for change and innovation.

# BUILDING SOLID WORK RELATIONSHIPS!

Developing rapport in the workplace can open the way to creating a positive work environment where team work grows.

The ability to build solid work relationships through rapport with co-workers is all about the four Cs – Commonalities, Connectivity, Communication and Collaboration:

## **Commonalities:**

By finding and/or building on commonalities – experiences, ideas, interests, or values that they have in common -- co-workers can develop a relationship that is based on understanding and alignment. Identifying commonalities comes from taking the time to get to know people better and asking the kind of questions that allow us to share some of ourselves with others.

## **Connectivity:**

Once team members have identified things they have in common, typically a connection or bond is developed. This connectivity can lead to greater empathy, stronger communication, and more team rapport. By forming a connection team members are able to freely and openly exchange ideas, free from judgment, and work together toward common team and company goals.

## **Communication:**

Often people think of communication strictly as being written and verbal skills --- the ability to speak in clear, simple terms or create a sentence free of typos and grammatical errors. However, communication also involves active listening as well as good observation skills. Experts suggest that to develop rapport through communication, people must match another person's body language – posture, gestures, breathing -- and vocal qualities – pitch, tempo, rhythm. Allowing people to finish their sentences and being fully present and focused is also a great skill to develop. Learn to focus on the other person and not to fill up the communication with lots of "I" sentences, but rather bring in the "you" - i.e. interest in the other person.

## **Collaboration:**

This is the heart of good team work. Team members that have developed solid rapport are able to collaborate and work effectively within their team. Collaborating as a team means that team members...

- Look at situations as solution based, rather than problem based
- Avoid the blame game and blaming each other for their mistakes
- Share credit and recognition for accomplishments and ideas
- Help others succeed by collaborating to share knowledge and engaging in open, honest, transparent communications.

Building solid work relationships by developing rapport with co-workers is the cornerstone of teamwork. Seeking commonalities in order to make a connection starts with well thought-out communication skills and ends in collaboration.

The experiential programs that JET has developed are full of opportunities for team members to experience Commonalities - Connectivity - Communication and Collaboration. Our experienced facilitators are trained to identify the perfect opportunities to land the learnings and bring team awareness to the essential skills of team work. We focus on building solid work relationships and improving team spirit and we work on the principle of:

**“Tell me and I might forget; show me and I may remember; involve me and I'll understand.”**

Thank you as usual, the coaching session was perfect.” -

*Human Resources Manager  
Philips Egypt LLC., Egypt*





# JET'S BLACK HORSE

## WHAT MAKES DRUMMING AN EFFECTIVE TOOL OF COMMUNICATION?

Corporate drumming is an amazing tool to use for team building, as all the metaphors of working together as a team you can apply to drumming together as a tribe. Exactly the same principles used for creating unity in tribal villages can be modeled in the corporate environment where drumming and rhythmic activities serve to help people work together as a team. Apart from being amazingly energizing and lots of fun, participants experientially learn concepts of leadership, listening, dealing with stress and cooperative teamwork. When you involve people and get them to actually experience and "do", they understand and most importantly remember! So there is a lot of important learning that gets taken back to the workplace. It facilitates interaction. When participants hear the rhythm of the drumming group and contribute their beat, they are both listening and playing and being receptive and creative at the same time. People have to be aware of the team/tribe members sitting on either side of them, and if anyone loses the beat, the group can carry them, until they find their place again which creates great team spirit and support, and interaction.

### HOW DOES DRUMMING HELP THE GROUP LISTEN TO EACH OTHER?

Listening skills are highlighted as people can witness first hand how a rhythm can "collapse" if members do not truly listen to one

another. In drumming, if there was just a collection of soloists, there would only be noise, so the group realize very quickly that an important aspect is to keep their part of the rhythm going, whilst still listening to the rest of the group and allowing the group rhythm to evolve. Participants experience that each layer of the rhythm is of vital importance to the collective "sound", and this metaphor allows everyone to see that each member of the group is vital! Everyone brings his or her own "gift" to the final outcome, which is a validation of individual and team achievement.

### CAN GROUP DRUMMING REVEAL TEAM DYNAMICS?

Interestingly enough, yes! It can indicate the inter-personal level of the group. When a team already has a synchronized energy they can create harmonious rhythms much quicker than a team that still have unresolved communication and bonding issues. Organizations are like 'living organisms', they have personalities all of their own and the spirit of group energy can be felt during a team drumming experience where inner forces are at work. When a team is already bonded and communication is clear and open, rhythmic



Individual & Team Achievement

entrainment will happen a lot quicker. It is felt as a synchronization of rhythmic energy.



"The drumming session was one of the most successful sessions in Tetra Pak Egypt 2010 Kick-off event, everyone enjoyed and appreciated it!! it also built on our core values and brought them to life" -

*PR & Communications Manager, Tetra Pak, Egypt.*

## JET'S CUSTOM PROGRAMS



### Why Choose JET ...

Our methodology is cutting edge and we believe in innovation and the unlimited possibilities of human potential when given awareness and empowerment.



## Different services and activities for unique situations

We have lots of other activities and we focus deeply on corporate coaching and organizational relationship systems coaching with of course, team building icebreakers and energizers. Our custom programs are designed to deliver the business results that come from increased team performance, so we select from our menu what is appropriate for the particular client. Among the deliverables of these highly energetic programs are for participants to have fun in a non-hierarchical setting, form business relationships with people in a way that easily transfers back to their daily environment, communicate on a deeper and more personal level, and to feel an increased sense of motivation and appreciation for a job well done.

We offer customized programs in strategic visioning, high performance team building, leadership development, communication enhancement skills, change and stress management, conflict resolution, unity through diversity, and more...

### Increasing Team Performance

We meet with the client to analyze and understand the current situation. This can lead to different services and activities for unique situations. We offer a wide variety of experiential learning opportunities that place individuals and groups out of their comfort zone, where learning really takes place. Their responses and the choices they make are all part of their learning process.

#### HUMAN RELATIONS

The six most important words: "I admit I made a mistake."  
The five most important words: "You did a good job."  
The four most important words: "What is your opinion."  
The three most important words: "If you please."  
The two most important words: "Thank you."  
The one most important word: "We"  
The least important word: "I"

#### HEALTH TIP

Make time to de-stress each day. Even if it's just a walk on your lunch break or a few minutes alone in silence, it will help you focus for the rest of the day. Try to make a decent chunk of time for yourself at least once a week - do whatever relaxes you.

#### PROFESSIONAL TIP

Make a list of tasks you have to do, and tackle them in order of importance. Do the high-priority items first.

#### Contact information

**Tamer Fahim**

Cell: 011 836 1836

e-mail: [info@jupitereclipse.com](mailto:info@jupitereclipse.com)