

7 Phrases to Build Relationships

Effective communication is key for developing meaningful relationships, building rapport and establishing trust. Here are seven simple phrases to help you with your efforts.

1. ***Certainly, I'd be happy to help!***

Seeking assistance can be awkward. Sometimes youth (and adults!) feel silly or even intrusive reaching out for help. Being greeted by a friendly response from someone who is eager to help is always appreciated.

2. ***Thanks for bringing this to my attention***

When people share a challenge they are facing with you, they're showing that they trust you to do what you can to help them.

3. ***Thank you / You're welcome***

Despite being the building blocks of friendly conversation, these basic phrases are used less frequently than you would expect.

4. ***I'd be frustrated too***

Every person craves empathy. When they've encountered a challenge, of course they want resolution, but first, they want you to hear their situation and acknowledge how it impacted them. If they find you're sincere in your understanding, they're more likely to trust that you'll support them to take the proper steps to resolve and prevent it from happening again.

5. ***As much as I'd like to help...***

There will come a time when a person's challenge is beyond your capacity to help. Whatever the case, if you must let someone down, it's best to do it gently. Starting with "as much as I'd like to help..." softens your response.

6. ***Let me look into that for you***

When faced with a challenge you aren't sure how to answer, looking into the issue further and gathering some information shows you are willing to go the extra mile to help.

7. ***I appreciate your patience***

Phrases like this are crucial, especially if you know the person has had a difficult experience and can diffuse disappointment and frustration.

Effective communication starts with the way you speak to people. Your interactions should exude respect, appreciation, and kindness.