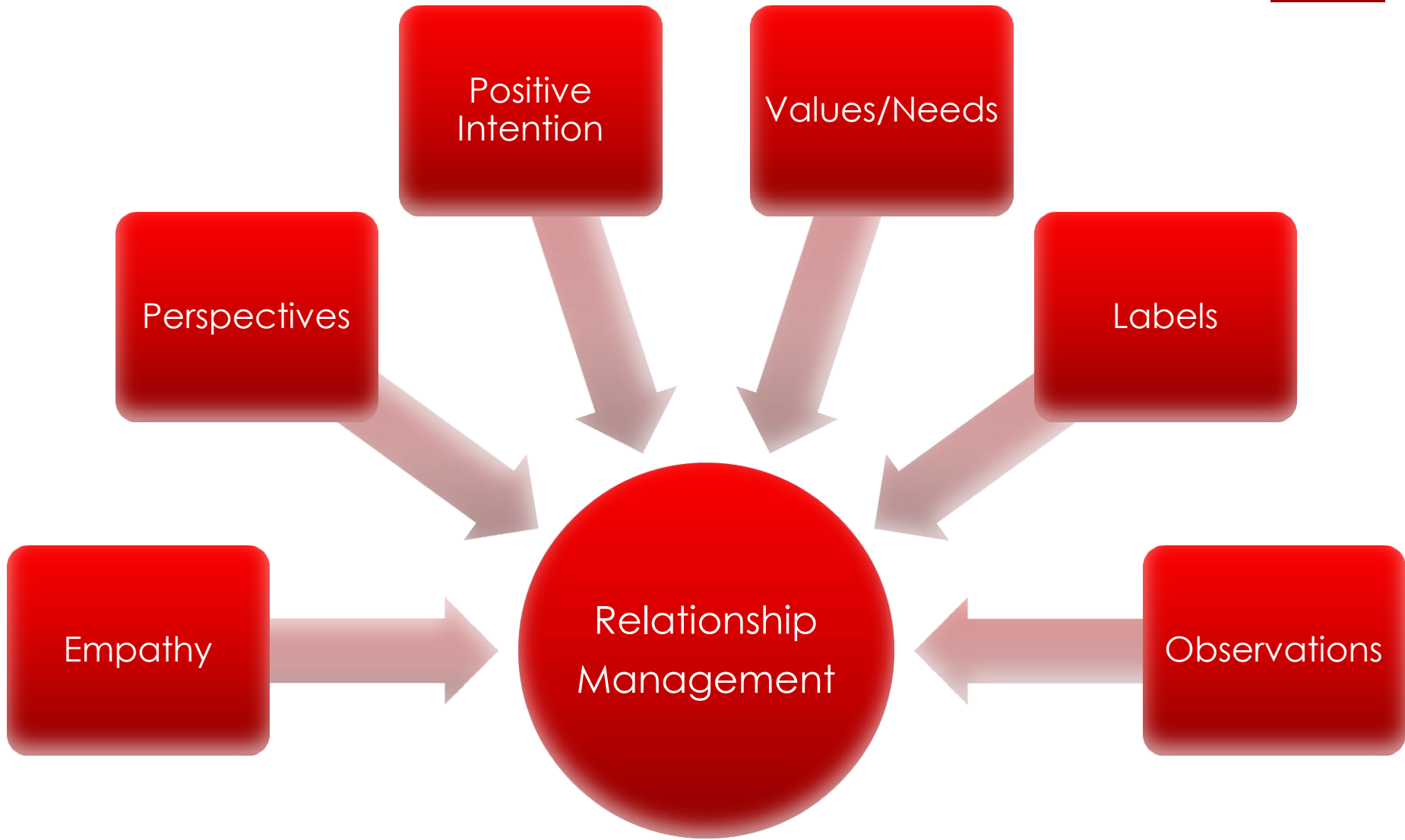


Building Strong Relationships



Presented by Dondi Scumaci

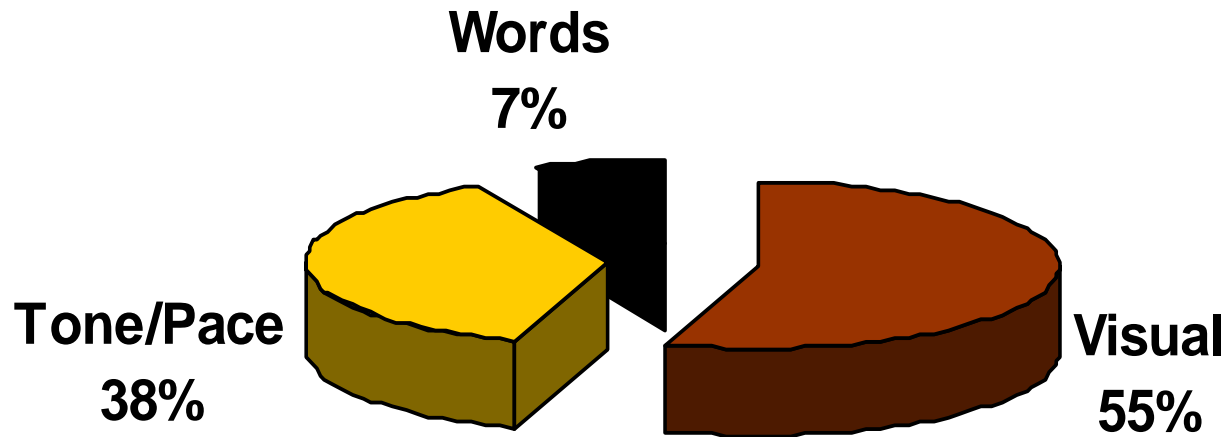


Managing Relationships

- Reach for understanding.
- Check the labels.
- Shatter the stereotypes.
- Test perceptions.
- Challenge assumptions.



Manage the Whole Message



Choose the Right Channel



Lower Defensiveness and Increase Cooperation

- Positive
- “I” Language
- Pace and Blend
- Backtrack
- Acknowledge
- Master “the Ask”
- **4 most powerful words:**

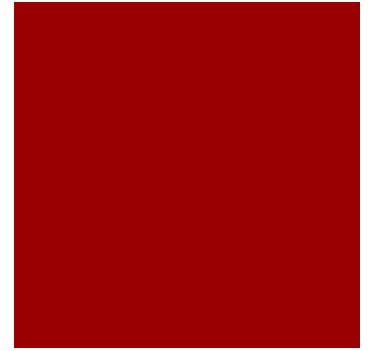
YOU

MAY

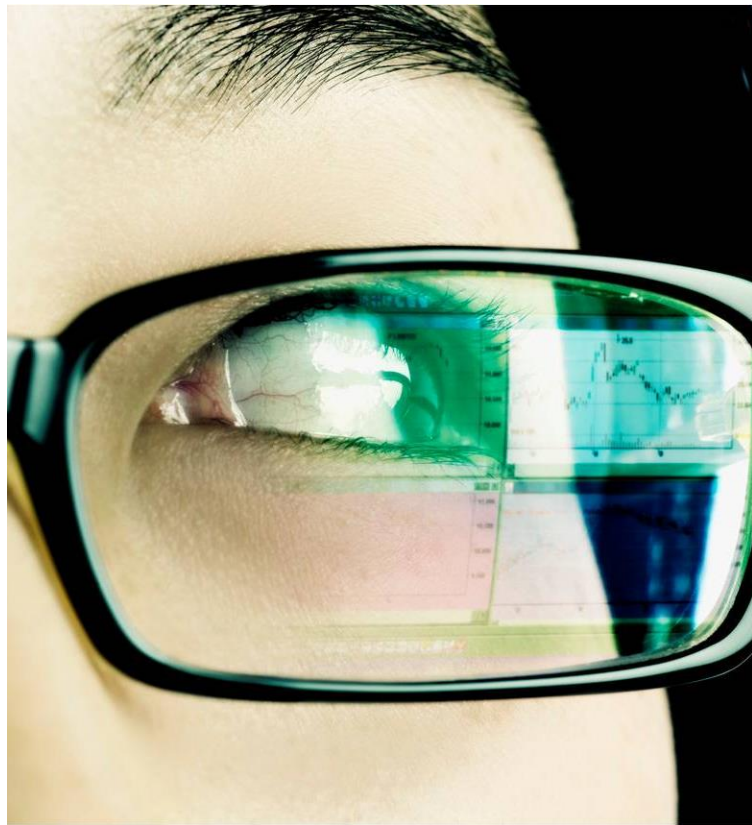
BE

RIGHT

Increase Cooperation



Be Mindful of Your Mission



1. Think
2. Feel
3. Believe
4. Do