Managing Relationships

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

Tone/Pace 38%
Words 7%
Visual 55%
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