

Café #3

It's the Relationship



- DR. PHIL
- ✓ Have a solid friendship
 - ✓ Meet each other's needs
 - ✓ Set specific goals
 - ✓ Take responsibility

Don't overwhelm your supplier



Deposits build TRUST

Deposits Promote Cooperation

Build an Emotional Bank Account

Keep Promises

- ♥ Kindness
- ♥ Forgiveness
- ♥ Watch, Listen
- ♥ Be aware, Ask

Thanks!

I can help you

Honor Differences

That's OK!

CONTINUOUS FEEDBACK



NOLA

STRENGTHEN COMMUNICATION

- ABCD - Always Consult Before Decision
- Listen Actively
- Plan the communication process to minimize mixed messages



SHARE Success!

BARRIERS

- We assume no need to talk
- One-way communication
- We send mixed messages

I don't hear you!

I'm talking to you!

RELIABILITY

- ✓ Be predictable
- ✓ Be clear
- ✓ Take promises seriously
- ✓ Be honest
- ✓ Openly discuss inconsistent conduct

INNER PEACE

We all want...



CONCEPTS CAPTURED