

EP 052 RELATIONSHIP MANAGEMENT

SHOW NOTES

OBJECTIVE

> Develop an understanding relationship management.

UNDERSTANDING RELATIONSHIP MANAGEMENT

Relationship Management is all about your interpersonal communication skills. It's all about your ability **to get the best out of others** ... your ability to inspire and influence them, your ability to communicate and build bonds with them, and your ability to help them change, grow, develop, and resolve conflict. That's a tall order, but fortunately those **skills can be taught and learned**. And to the extent you master those skills, the more success you'll have in your relationships ... at work with your employees, coworkers, teammates, and customers ... and at home with your spouse, children, friends, and family.

PRACTICAL TIPS TO UP SKILL YOUR RELATIONSHIP MANAGEMENT

- 1. Be selfless, curious, and grateful.** You will be surprised at how it comes back to you.
- 2. Be obsessively interested in other people.** Ask questions. Find out how you can help them. Follow up and stay in touch. Almost everything you achieve will be the result of the people you meet and the relationships you form along the way.
- 3. Pay complete, undivided attention to every individual you communicate with.** If face-to-face, make eye contact. Listen as if your life depended on it. Don't interrupt. Pause after you ask a question and after they answer. Ask another related question. Don't shift the topic to yourself.
- 4. When you are in the presence of others, put the phone away and turn it off. Please.** Paying attention to the phone instead of the person in front of you is the ultimate insult and makes you look like a self-absorbed fool.
- 5. Being five minutes early is on time.** Showing up right on time or later is late. It shows a lack of respect for the other person or people.
- 6. Treat everyone you come in contact with as the most important person in the world.** You will be surprised who can actually buy from you and give you what you want.
- 7. Smile more often than you don't.** You feel better, and others react to you more favorably.

APPLICATION

> Write down three tips regarding relationship management that you can give to others.

RESOURCES

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