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Mastering Business Relationships & Communication

Building strong connections, adapting communication styles, and navigating generational and professional settings with confidence.

Presented by:
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K.I.P.P.:

Keep It Polite & Professional



WE CAN'T
CHANGE PEOPLE.

WE CAN'T
MAKE THEM SEE IT OUR WAY.

WE CAN
ADJUST OUR APPROACH.

WE CAN
ADJUST OUR EXPECTATIONS.

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COMMUNICATION:

The secret to **productive conversations**

- 1. If you know who they are:** Anticipate and work around it.
- 2. Take a moment:** Listen and observe the person's tone, talking speed, and demeanor.
- 3. Check in with yourself:** What is your frame of mind?
- 4. Timing:** Mutually convenient.
- 5. Step away:** Take a moment to compose yourself.

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COMMUNICATION:

Personal Inventory: **What are my communication styles and habits?**

1. **I tell it like it is.**
2. I modify how I speak depending on who the person is.
3. I'm good at anticipating what the other person is going say.
4. I rely on hearsay and engage accordingly.
5. When I feel criticized, I shut-down the conversation.
6. I ask for clarification.
7. **I don't invest time with someone I don't like or will never see again.**
8. I pretend to agree to end a conversation.
9. I go on and on to prove I'm right.
10. **I have a hard time maintaining eye contact.**
11. **I take time to think before I respond.**
12. I tune out when I have a point to make or get bored.
13. **I mentally prepare my response while they're talking.**
14. I try to find a solution we can both agree on.
15. I give the conversation my full attention.
16. I don't have patience for "feelings"—stick to the facts.
17. I try to be understanding if they're having a bad day or it seems to be exceedingly important to them.
18. I tend to finish other people's sentences.
19. **I interrupt to offer advice or my opinion as needed.**
20. I tend to make jokes to lighten the mood.
21. I bring up *the past* if necessary.
22. I don't share everything I'm thinking.
23. **I am easily distracted.**
24. **I watch for social cues to guide the conversation.**
25. I try to avoid conversations.
26. I try to understand the person's position even when I disagree.
27. I interrupt when I feel the person is wrong or inaccurate.
28. I bring in back-up when I'm not getting my point across.
29. I multi-task and listen simultaneously.
30. I use body language to communicate. It's their problem if they don't pick up on it.
31. I listen only when I'm getting paid.



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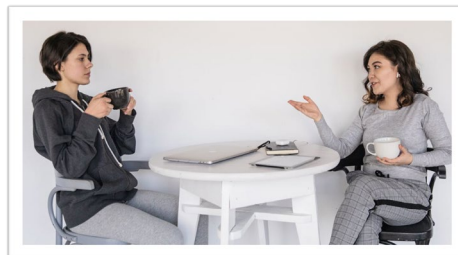
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COMMUNICATION:

Keeping **it real**

SCENARIO:

True/ False: *Starting a conversation with, "I don't mean to be rude..." helps make what I'm going to say truthful and polite.*



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COMMUNICATION:

Keeping **it real**

Do you know someone like this?

- Interrupter
- Storyteller
- Advisor
- Loud Talker
- Drop and Walker
- Distracted
- Non-committal



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FRIENDLY VS FRIENDS:
Being **friendly** without **becoming too familiar**

**4 Reasons
You Don't
Become Friends
with Clients:**

- 1:** Lowers your status.
- 2:** Impression that you don't have your life together.
- 3:** Why do they pay you \$?
You're just like them: lose credibility.
- 4:** They'll tell others,
there goes your reputation.



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CLIENT RELATIONSHIP:
Blurring **boundaries**

**4 MORE Reasons
You Don't
Become Friends
with Clients:**

- 1:** Special favors like discounts,
extra time.
- 2:** Policies don't apply to me.
- 3:** Let's hug!
- 4:** Confidentiality may be
compromised.



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GENERATIONS:

Tips to **keep in mind**

Do's and Don'ts for the *seasoned professional*:

- Don't take on the parental role.
- Don't say things like, "In my day..."
- Don't share medical issues, pains, or how tired your feel.
- Do continue learning about trends.
- Do adapt to the person's style.

Do's and Don'ts for the *new professional*:

- Don't say, "You remind me of my mom."
- Don't roll your eyes when they request to clarify the abbreviated text.
- Don't assume they don't know.
- Do adapt to the person's style.
- Do include them.



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MEETINGS:

Understanding **the basics**

Hosting:

- Always set a start and end time.
- Limit chit-chat.
- Practice redirecting.
- Location considerations. Why I'm not a fan of coffee shops.
- Set the tone: Demeanor. Atmosphere. Refreshments. Distractions.

Virtual: Establishing Your Policies

- Camera policy.
- Eye Contact.
- Mobile Meetings. Why I'm not a fan.



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SCENARIO:

Waiting for **late clients**

My client is late.
How long do I wait?

A: I'm an understanding person, so I wait until they arrive.

B: Up to 15 minutes.

C: 30 minutes.



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BUSINESS MEALS:

TRUE or FALSE

True or False:

Selecting a restaurant with a casual upbeat atmosphere will help set the tone for our meeting.

True or False:

Eating purposefully, will set the pace of the meal.



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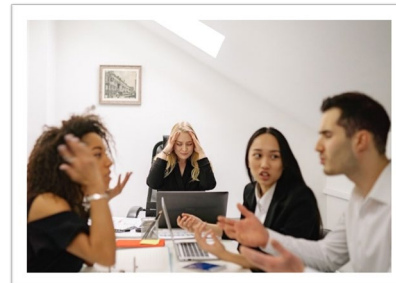


How many dining don'ts can you spot?

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KEY POINTS:

1. Politely step away, if you are about to lose your composure.
2. If you react negatively or inappropriately, own it and apologize.
3. **Acknowledging someone's point of view, does not equal agreement or giving-in.**
4. A civil exchange, may be where the relationship needs to be.
5. What do you want people to remember about you?



How we choose to speak, our attitude, and our expectations, are the only things we have control over.



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I invite you to connect with me.



THANK YOU.

My book is available on
Amazon & Barnes and Noble

Connect with me:

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