

The ROCK #6 - Connections

How to Connect with Others

A connection is a totally reciprocated acquaintance. In other words, both parties have a desire to expand the acquaintance into something much more. That "much more" is discovering common ground and mutual interests. It is here that the Relationship begins and gains purpose. The Connection Phase is where the Relationship Building Process shows results.

Listen

- + Hearing is physical ability. Listening is a skill that must be learned and practiced. Remember you have two ears and one mouth.
- + In addition to hearing what someone else said, actively try to understand their words and what they mean.
- + Ask questions to confirm any assumptions that you may have
- + Make sure they have your full attention.
- + Stay focused and do not interrupt.
- + Show you are listening. Demonstrate that you are paying attention and acknowledge what the speaker is saying over so often.
- + Remember, you are there for them, not you.

Make it Personal

- + Ask questions
- + Ask personal questions
- + Show you care
- + Find out what is important to them
- + Be recommendable and memorable
- + Offer to help
- + Offer to share with them
- + Follow up
- + Refer them to someone else
- + Introduce them to someone else

The First Step-Create a Bond

- + Ask about their family, friends and pets
- + Talk about their hobbies, interests and current events
- + Give small gifts-"Nice Touch Gifts" (pens, coffee cups, etc)
- + Personalized gift or handwritten note
- + Get involved in their projects and bring ideas
- + Ask good questions and then listen
- + Have a positive attitude and be enthusiastic

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Be comfortable. Be real. Be authentic.

Finding Common Ground

- + Aptitude and skills
- + Career and occupation
- + Diet and health
- + Education
- + Family upbringing
- + Financial status
- + Geography
- + Hobbies and interests
- + Military experience
- + Children
- + Pets
- + Sports
- + Appearance
- + Religion
- + Spending Habits
- + Travel
- + Work Experience

Showing Interest in Others

- + Look them in the eyes
- + Call them by name
- + Pay attention to what others tell you
- + Provide encouragement
- + Offer words of praise
- + Old-fashioned communication (Phone calls and hand-written notes)
- + Acknowledge people in a crowd
- + Ask Questions
- + Demonstrate respect
- + Remember special events in the lives of people

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Key Behaviors

- + Eye contact is most important!
- + Smile!
- + Mirror the other person
- + Show cooperative attitude-not confrontation!
- + Adapt to a person's behavior attitudes and expressions
- + Trigger a person's imagination
- + Be confident and calm
- + Speak logically and with some emotion
- + Display positive energy
- + Be enthusiastic
- + Be curious
- + Embrace humility
- + Give and take feedback

Behaviors to Avoid

- + Adjusting your eyeglasses
- + Clearing your throat
- + Crossing your arms
- + Fiddling with a pen or some other object
- + Fingering rings or jewelry
- + Giggling
- + Glancing at your watch
- + Invading personal space
- + Looking around the room
- + Picking lint off your clothes
- + Playing with your tie
- + Playing with or flipping your hair
- + Pointing your finger at others
- + Putting your hands in your pockets
- + Rocking on your feet
- + Slouching or leaning
- + Standing too close
- + Tugging on your shirt cuffs

Remember:

They are as interested in making a connection with you as you are with them!