

The ROCK #7 - Interactions

Interacting with other people to create interest is a key component in building relationships. You have a connection. How do you take that connection to the next level? Take your common interests and find a common purpose. Now you are "interacting" with the other person to create interest in accomplishing a common goal. You are investing in each other to build a long-lasting connection and relationship.

Once you have made an investment and created a connection, there is no end to what you can accomplish together.

Tips

- + Great interactions are based on great conversations, not one person showing the other person how much they know.
 - Stop presenting or pitching
 - Listen and respond
 - Passion and emotion
 - Not so many facts and analysis
 - What do they think
- + Don't be afraid to ask what they think.
- + The greatest gift is to believe in someone.
- + Offer support, mentor and coach
- + Know everyone's agenda and help them accomplish it
- + Build interactions with people different from you
- + Integrity is not important, IT'S EVERYTHING
- + Walk in their shoes
- + Bad starts can still have good endings
- + Trust can get you there
 - Give trust to get trust.
 - There is no downside to trust.
 - Understand what trust is.
 - Assume positive intentions of the other person.
 - Trust. But verify.
 - Build trust through behavior, not words.
- + Change the environment, make it positive
- + Let someone know how much they mean to you
- + Do small things well (nice touches)
- + Vulnerability is powerful
- + People need both truth and love (the good and the bad)

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- + Make people curious
- + Use recognition and praise to show you care
- + A selfless motive creates powerful bonds
- + To succeed, you need a small group of people who trust you, believe in you, and are committed to you
- + Enthusiasm is contagious
- + Every act of kindness and generosity creates a ripple effect

Types of Interactions

- +Transaction
- +Relational

If you can plan which type of interaction that you will have, you can avoid a possible negative outcome.

Transaction Interactions Focus on Results

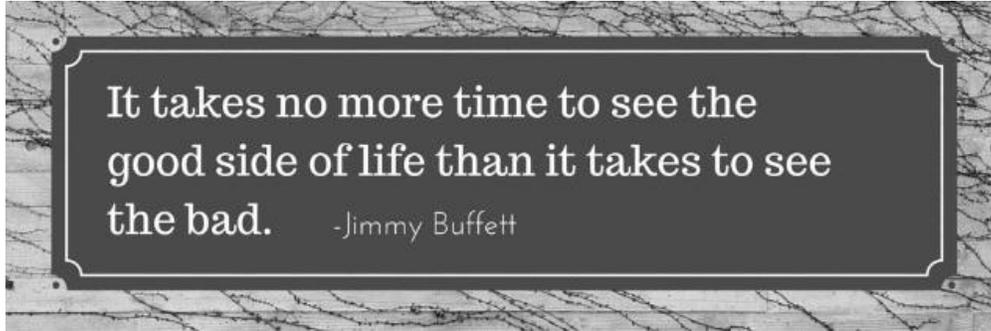
- Often sacrifice relationships to achieve results
- Go directly for the outcome
- Devalue people and make them feel used
- Take a direct approach

Relational Interactions Recognize the Importance of How People are Treated in the Process of Achieving Results

- Do not ignore outcomes
- Recognize the feelings of people
- Are inclusive
- Are the opposite of “the end justifies the means”

Means are an important part of the process. There are no shortcuts. There is no pre-determined timeline when building relationships.

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Investing in the Other Person

Both parties make a conscience effort to invest in the other person. This investment must consist of a combination of the following:

- + TIME
- + EMOTION
- + TRUST
- + EFFORT
- + ENTHUSIAM

If you are aware of these "Investment Tools," you will have everything you need to build a strong, stable and long-lasting relationship.

While you are utilizing your "Investment Tools," keep these points in mind:

- + FOCUS- People have a clear idea of the value you are to give them, and the value of what you want to do together
- + INVOLVEMENT- People feel included in the process of what you are trying to do or what you are thinking. They jump right in. When they have input in the formulation of ideas, planning, problem solving or decision making, people not only support you, but they are more enthusiastic about what you create together.
- + DEVELOPMENT- Sharing effort and ideas with others strengthens the bond between you. When you provide knowledge, skills and experiences, your commitment from others continually increases.
- + GRATITUDE- The acknowledgement of effort and good performances draw people to you. From a simple "thank you" to being a cheerleader to others, gratitude can influence others to join in building strong, long term relationships.
- + ACCOUNTABILITY- When you give responsibility for efforts and results, you create a bond of accountability to produce quality results for each other. No wants to let anyone down. Create "contagious accountability."

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Here are a few other “Investment Tools” that are available at The R.O.C.K. and not at Home Depot:

- + Consider everyone's interests. Ensure people feel their needs, fears and concerns are respected.
- + Integrate everyone's interests so that everyone gets what they want.
- + Allow everyone to claim victory. Let everyone feel they won something.
- + Be creative. Think outside the box and expand your list of solutions.
- + Be patient. Stand back and consider pros, cons and possible solutions.
- + Be specific and clear about results, guidelines, and accountability.
- + Only agree to solutions in which both people benefit.

Questions that Help People Invest in Each Other to Achieve a Common Goal Together

1. What are the next steps we can take together and individually?
2. How can we each move the ball forward? What can we each do ourselves and what can we do together?
3. What contribution can each make and how can this be a team effort?
4. Which strengths do each of you have, and how do you take advantage of these individual strengths?
5. What capabilities do each of you have that might be applied to have the opportunity for success?
6. Why might you be reluctant? How do you remedy this?
7. How can you make each person feel safe and important when you have different responsibilities?

Even if it is easier for one person to do all the work themselves on any particular task, don't let them. Help them any way you can regardless of how small the effort might be. This action creates teamwork, which leads to investing in each other. “It takes TEAM WORK to make a DREAM WORK!”