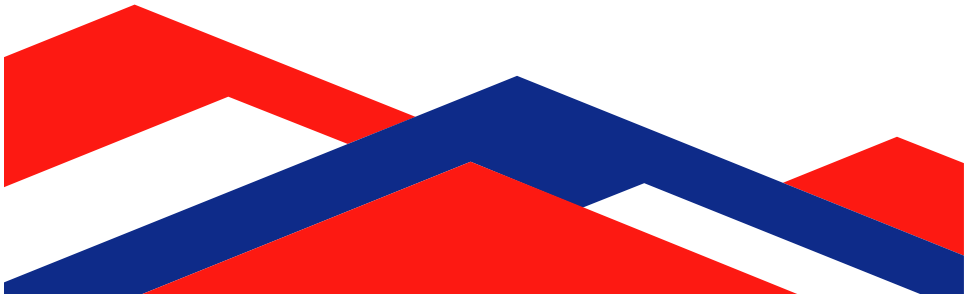


The Little Book of Relationship Management

Growth
DYNAMICS



Introduction

This guide book contains ideas and quick-hitting concepts intended to help the reader navigate the challenging and sometimes puzzling differences of human behavioral styles in the world around them.

You need only read these two quotes to imagine how these concepts might help you self-enable an improved communication style:

"Seek first to understand, then to be understood."

Stephen Covey, *7 Habits of Highly Effective People*

"He who knows others is learned. He who knows himself is wise."

Lao Tse

When you need an answer or approach that just isn't coming to you, grab your Growth Dynamics Pocket Coach ... and get going!

Fundamentals

It's not personal; it's just business.



You are always better than you think you are.



Everyone is operating with positive intent.



The stress or worry you see on a client's face is often a mirror of the stress and worry they see on yours.

Fundamentals

Why something is asked is more important than **what** is asked.



You are not paid to take pressure.
Keep responsibility where it belongs.



When the behavior is inconsistent with the circumstance,
there is something going on you are not aware of.



You have rights and you must protect them.

Behavioral Styles

High D: Dominant

Be brief, be bright, be gone, be results-oriented.



High I: Influencer

Be enthusiastic, be positive, be social, be fun.



High S: Steady Relater

Be relaxed, be patient, be caring, be consistent.



High C: Compliant

Be exact, be organized, be clear, be prepared.

Behavioral Affirmations

High D: Dominant

A spoonful of sugar helps the medicine go down.

When under attack, fall back.



High I: Influencer

How am I going to do that?

Stick to the facts.

Behavioral Affirmations

High S: Steady Relater

It is okay to say no.

Do it NOW.



High C: Compliant

There is more than one way to skin a cat.

Excellence is attainable; perfection is not.

Maintaining Control

Say what you don't want to hear.



The slower you go, the faster things will get done.



What you **don't know** is more important than what you **do know**.



Verify agreement; never assume you have it: "Are you sure...?"



Don't React; Instead, Interact.

Keeping Others Comfortable

Bad news never gets better with time.
Don't surprise others with trouble.



Everyone is "stroke-deprived".
Pass out positive strokes like candy.



Asking is **always** better than telling.



Allow others to rescue you.
Ask for help and say thank you.

Keeping Others Comfortable

The child wants; the nurturing parent provides permission.
Be a nurturing parent as often as possible.



Always protect the ego of others.



Under-promise and over-deliver.



Never give in to the urge to get even. *Never.*

Not Everyone Is Easy

When under attack, fall back.



Take the blame – even if it isn't your fault.



Be prepared to call a time-out and ask to start over.



Keep behaviors on an adult level and avoid moving to the emotional.

Not Everyone is Easy

Be present and fully tuned into the moment.
Don't fall prey to the pain and frustration of the past
and the fear of the future.



Be careful about proposing the solution to the problem.
Ask for the other person's input before offering yours.



When all else fails, quietly walk away.

Self-Awareness

Your greatest gift will always create your biggest challenge.



Do the tough stuff first, and then everything else is easy.



The more you give the more you get. Never keep score.



The client always expects your very best, so don't make excuses for anything less than that expectation.

Winning Words

"That makes sense."



"By that you mean..."



"You told me that for a reason. Can you fill me in on the rest of it?"



"Uh-oh."

"Let's pretend."

"Tell me more."

"I'm confused."

Losing Language

"With all due respect...."



"Can I be honest with you?"



"I don't want to waste your time."



Avoid these erasers:

"but," "however," and "notwithstanding."

Three Most Important Words

Nurture



Nurture



Nurture

The Counter-Intuitive Poem

When under pressure to complete a task,
Refuse to tell and remember to ask.

Although yelling may seem to fit the bill,
Whispering always beats being shrill.

And when pressure seems to make you run,
Going slower is faster and often more fun.

Protecting the egos of all the rest,
And forgetting yours is the hardest test,

So fight the urge when it burns inside you,
Because the best teams know all this is true!



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Propelling People, Profit and Process