

Developing relationships through curiosity and understanding

By Charlie Mitchell

creating SPACE for you

During the session we will cover:

- What is effective relationship building
- Tools and techniques you can use
- How you can use these in next 2 weeks



Who do you know?

- Think of an effective relationship builder
- What makes them great?
  - Skills
  - Experience
  - Attitude
  - Behaviour
  - Approach

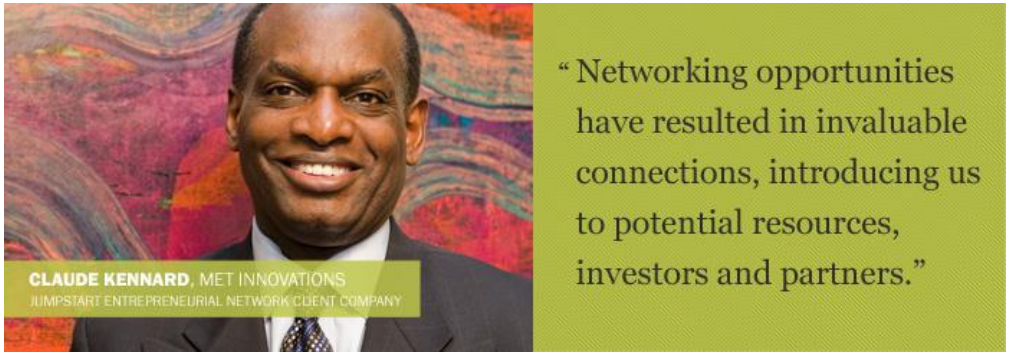


- How and when are they building relationships?
- How do they and others benefit?
- Anything else you notice?

Tools and techniques

The basics:

- We do business from people we know, like & trust
- Introducing yourself: brief and intriguing
- Building rapport: body language, pace, mirroring, being interested
- Questions to ask when getting to know someone
- **20 min chat**



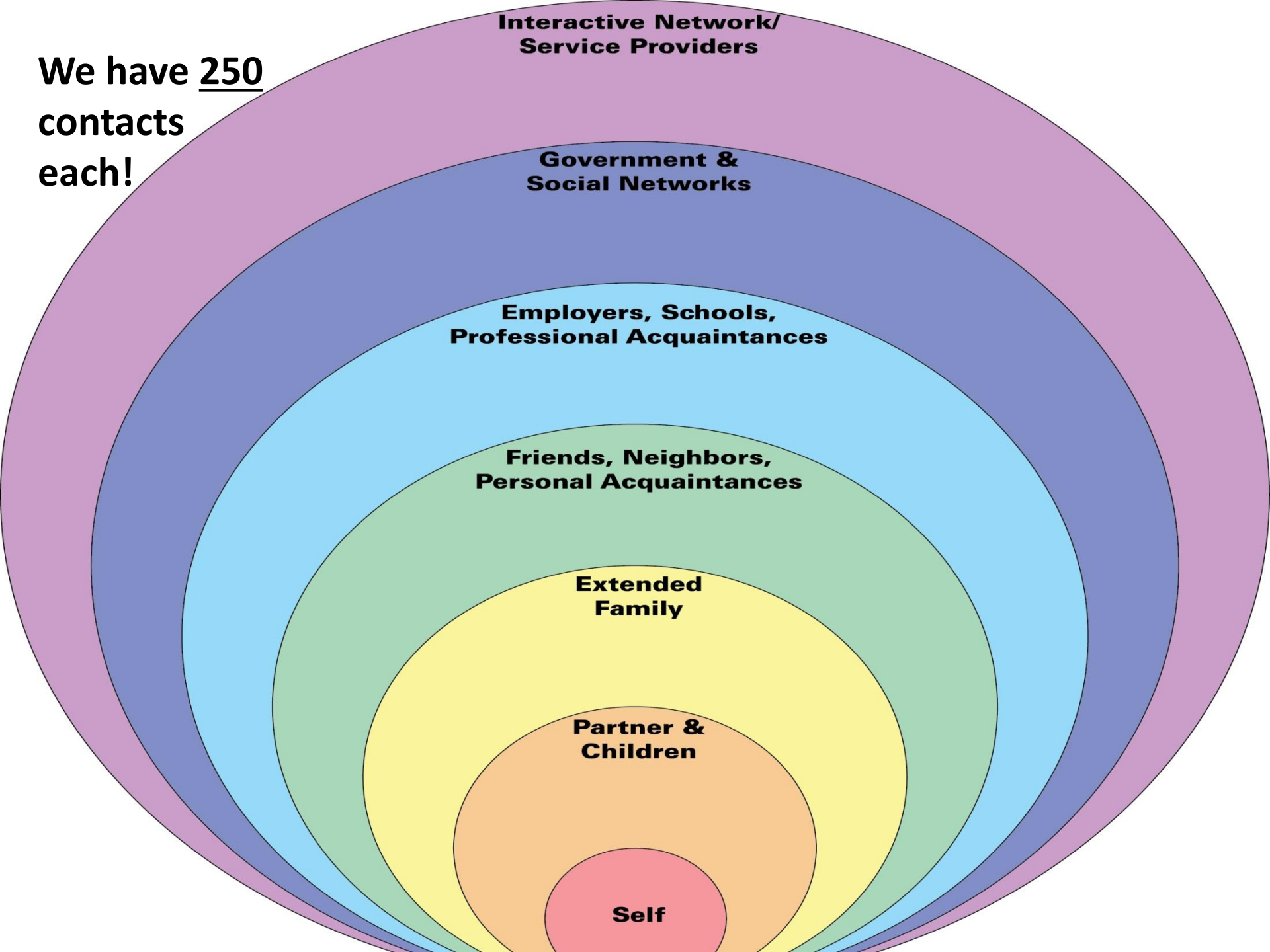
creating space for you

Successful giving and receiving
The Go Giver Overview



creating space for you

We have <u>250</u> contacts each!



Having a system is key: Follow up

Put the other person first:

- Send a personalised note – hand written!
- Send articles, info that would be of interest
  - Give first or you cannot expect to get
- Keep in touch: social media?
- Refer people to others
- Say thank you for referrals



creating space for you

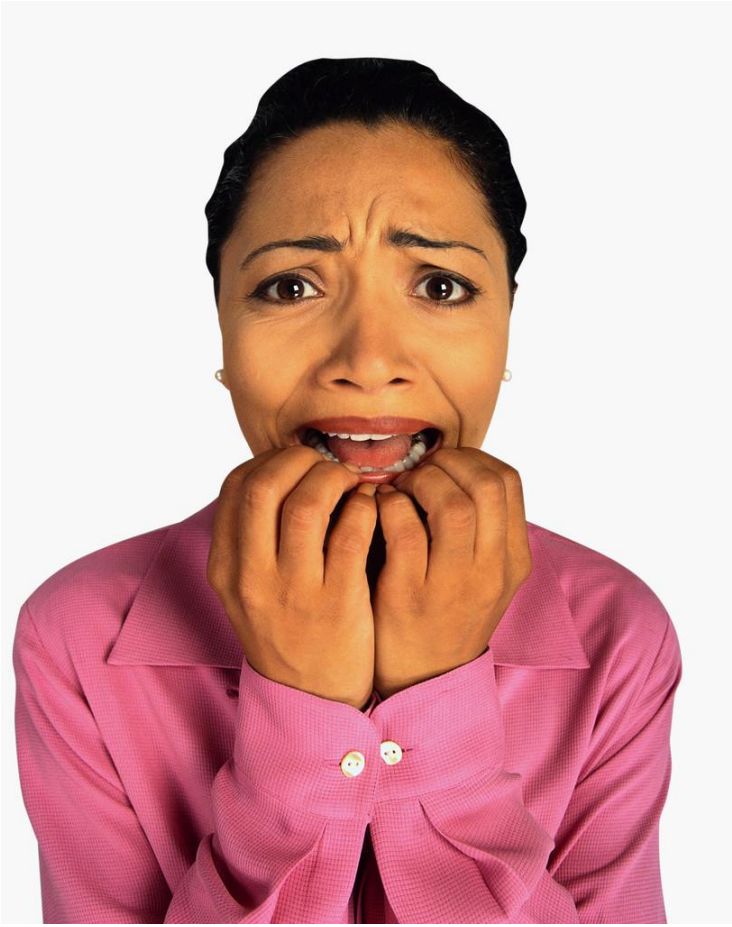
Help people to help you

- *What do you want to achieve?*
- *Who is your ideal contact?*
- *What are the benefits you can offer?*
- When you have helped them first, they want to help you!
- Tell people how to know if someone is a good contact for you
- Be specific about who you are looking for

Reasons people don’t ask

Because they:

- Forget
- Lack confidence
- Don’t think their products / service deserve them
- Don’t know how



Steps to Success!

1. Create strong desire for person to do business with you – GIVE once a day!
   - Know what other people need
   - Find business for others
2. Be credible
3. Be specific
4. Tell the before and after story
5. Tell about the people involved
6. Impact the service had
7. Be verifiable
8. RELAX and focus on giving!



creating space for you

And finally…

- Spend 10 mins doing your personal action planning:
  - What 3 things do you need to start doing, continue doing or stop doing to be successful?
- What is the biggest learning you will take away?

