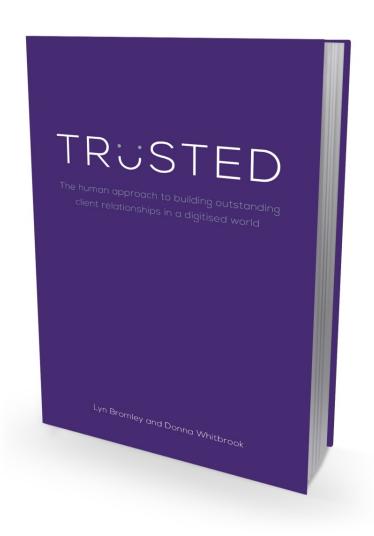
Building Trusted Relationships

Lyn Bromley

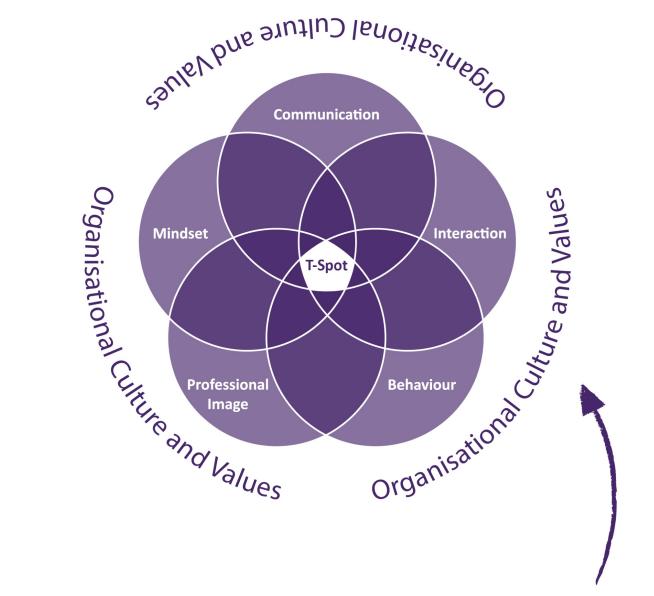
What we will cover

- The T-Spot Model
- Mindset
- Communication
- Understanding your own style
- Communication preferences of your prospects and clients

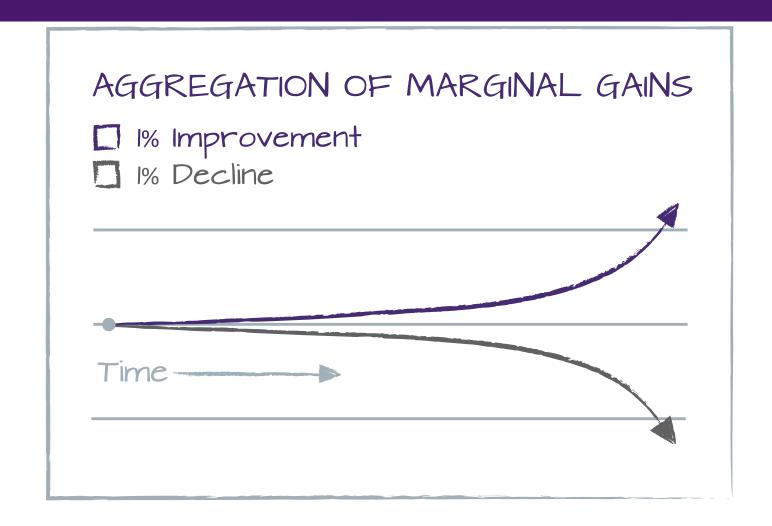
Introducing Trusted







CAN YOU FIND YOUR T-SPOT?





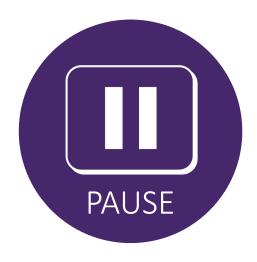
Mindset

[Noun] The ideas and attitudes with which a person approaches a situation, especially when these are seen as being difficult to alter

Mindset barriers

Limitations only exist if we believe they exist

Limitations

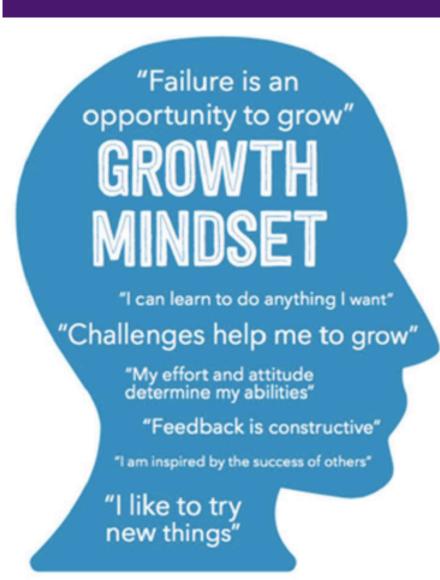


- Have you observed examples of people limiting themselves?
 - For example: 'I'm not good at that'
 - 'I'm not clever enough'
 - 'I feel like I'm going to get found out'

Priming the mind

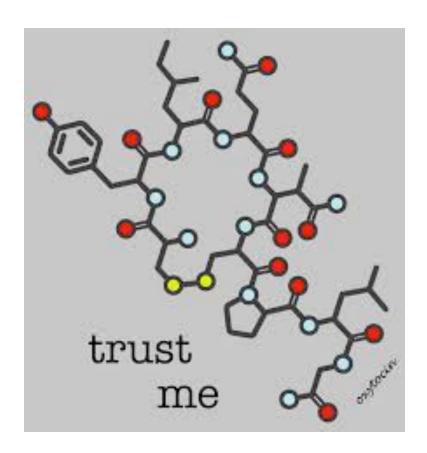


Carol Dweck



"Failure is the limit of my abilities" MINDSET "I'm either good at it or I'm not" "My abilities are unchanging" "I can either do it, "I don't like or I can't" to be challenged" "My potential is predetermined" "When I'm frustrated, I give up" "Feedback and criticism are personal "I stick to what I know"

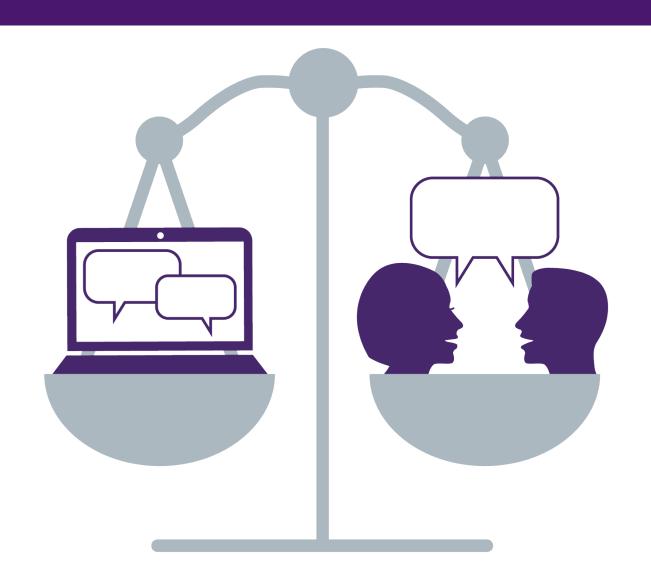
Helpful hormones



Fake it, till you become it!



The paradox of technology



"We now have 1/20th of the interactions with people that we had in 1988"

John Dijulius Group



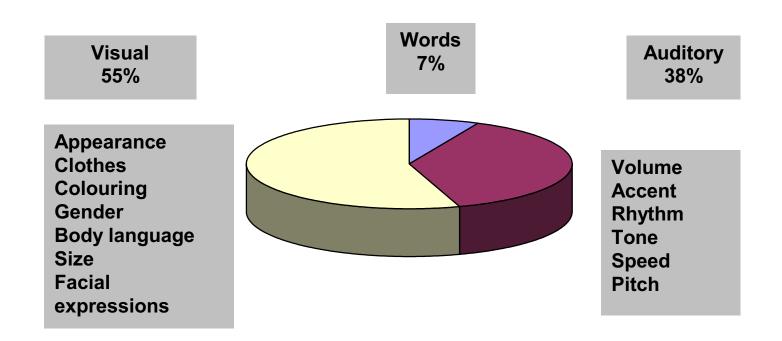
Creating a first impression

How long does it take?





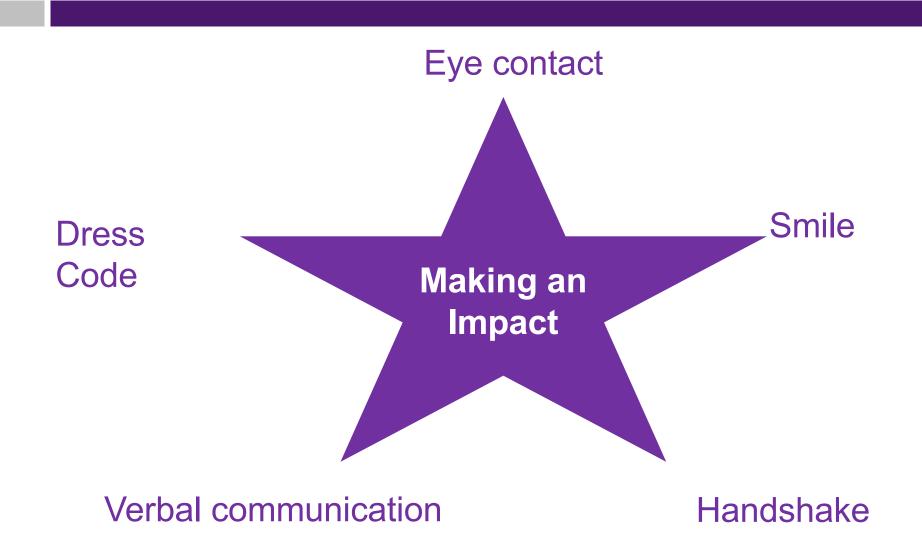
How we communicate



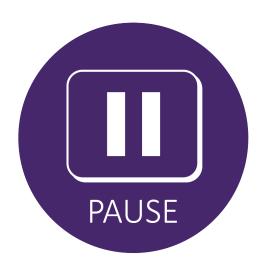
"...93% of what a listener comprehends originates from the speaker's body language and tone employed in the delivery of the words.."

Albert Mehrabian

Making a Positive Impact



Understanding your communication preferences

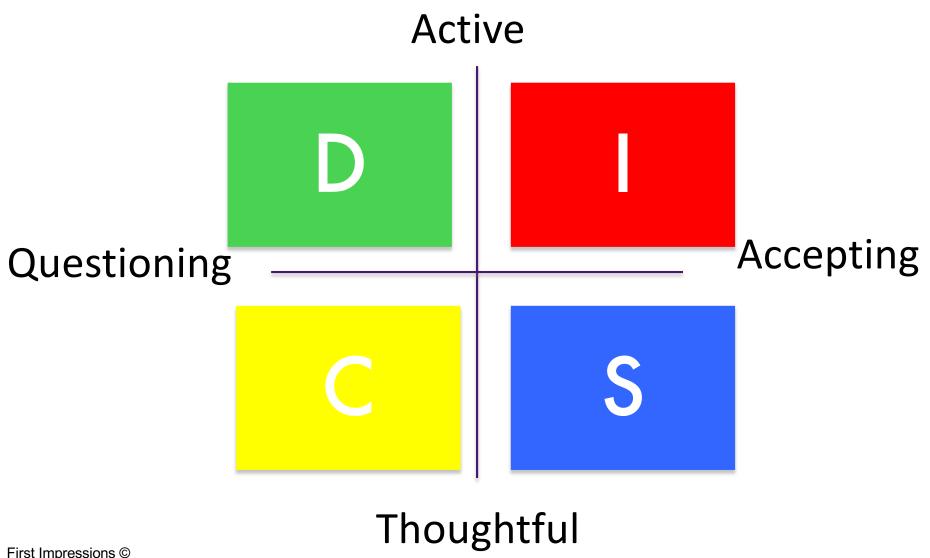


- Chatting in pairs, please consider the following:
 - Are there some types of customers who you get on better with than others? What are the behaviours of these customers?
 - Who are the challenging customers (i.e. behaviours, not specific people!)

What is DiSC?



It's how we do what we do!



First Impressions ©

Behavioural characteristics

D

- More hand gestures
- To the point
- Commands action
- Discusses deadlines
- Is known for being confident

Ī

- Constant body movement
- Optimistic focus
- Frequent discussions of people & feelings
- Lots of eye contact
- Known for being outgoing, engaging and enthusiastic

C

- Use of narrow gesturing
- Pauses thoughtfully before speaking
- Asks for agreement
- Asks more why questions
- Is known for being detailed, deliberate and careful

S

- Attentive listening
- Discusses agreement
- •Uses 'you' and 'we' more than 'I'
- Asks more how questions
- •Known for being more patient, service oriented and reliable

Exercise

In your style groups, with a sheet of flip chart paper, divide in two and write:

Things other styles should know When communicating with us, 'Our preferences'

Things we find frustrating when Other styles communicate with us 'Frustrations'

Note: Be prepared to feedback to the group!!

Behavioural characteristics

Pushy Impatient Domineering Aggressive Bullying Harsh Direct
Forceful
Decisive
Adventurous
Risk-Taker
Self-Assured
Competitive
Daring

Generous
Influential
Enthusiastic
Persuasive
Confident
Gregarious
Trusting
Sociable

Disorganised
Undisciplined
Manipulative
Excitable
Reactive
Vain
Over-optimistic

Stuffy
Prickly
Judgmental
Slow to make
decisions
Fears criticism
Critical
Negative

Accurate
Diplomatic
Conscientious
Courteous
Analytical
High-Standards
Fact-Finder

Loyal
Patient
Team-Player
Sincere
Amiable
Stable
Relaxed
Good Listener

S

Unsure
Wishy-washy
Indecisive
Resistant to change
Conforming
Insecure

Questions for you to consider

- What will you do differently?
- What insights do you have?
- What have you learned about yourself and others?
- What other areas of your life could you use this new knowledge?

Questions

