

## **The 50 Active Ingredients of Enduring Connections**

**In my workshops and training sessions over the last 20+ years on improving customer and workplace relationships I have found that there are 50 key ingredients that play a major factor in everything from employee engagement, leadership and teambuilding to customer satisfaction, customer loyalty and sales.**

**To establish excellent customer and workplace relationships and connections, you need to continually work on your communication skills, interpersonal relationships, people skills, emotional intelligence and presentation skills.**

**In fact in the organizations I work with as a speaker, trainer, facilitator and coach I find that over 90% of the problems are a result of poor communication and people skills.**

**Here is a checklist to remind and reinforce the message of what is important to success. This is from the book, “Get Along with Anyone, Anytime, Anywhere” by Arnold Sanow and Sandra Strauss. If you have questions about these areas, please contact me at [speaker@arnoldsanow.com](mailto:speaker@arnoldsanow.com) or [www.arnoldsanow.com](http://www.arnoldsanow.com)**

Make people your passion

Be a Conscious Connector in building positive relationships

Boost good feelings in others

Communicate with care

Engage the interest of others by focusing on what interests them

Approach each interaction with positive intent

Take the initiative to reach out to others first

Project a positive presence

Be attentive

Express empathy

Build trust; mean what you say, and say what you mean

Adapt how you communicate to best serve what others need

Act in ways that make people feel valued

Give feedback tactfully and receive it willingly

Create a sense of safety and openness

Mend misunderstandings

Keep an open mind

Seek to understand how others see a situation

Acknowledge and honor the feelings of others

Monitor and master your emotions

Hear people out

Drop any need to "be right"

Let go of grudges

Greet people with a smile

Open your heart when it closes

Seek peace when others don't

Be responsive to what others want or need

Respect differences

Let words of caring and kindness work their magic

Don't take anyone for granted

Thank people for their help, their time, their service, their thoughtfulness, their caring, and their support

Act as a catalyst to help others get what they want

Praise positive behaviors

Energize the winning spirit

Make the right choices to create the desired outcomes

Give people credit for their ideas

Express a dazzling attitude, even when it's difficult

Resolve conflicts with diplomacy

Build bridges that join; remove walls that separate

Release negative labels (of yourself and others)

Speak your truth

Accept responsibility; avoid playing the blame game

Forgive others (and yourself) for flubs, faux pas, and foibles

Light the way with laughter

Project a cooperative spirit

Express enthusiasm

Encourage the expression of gifts, talents, and personal excellence

Model the behaviors you want others to express

Handle every connection with care and keep them in good repair

Be interested, not just interesting

Arnold Sanow, MBA, CSP (Certified Speaking Professional) works with companies, associations and governmental agencies to improve customer and workplace relationships by focusing on oral, interpersonal and organizational communication. He is the author of 6 books to include, “Get Along with Anyone, Anytime, Anywhere” and “Present with Power, Punch and Pizzazz.” He was recently named as one of the best “bang for the buck” speakers in the USA by Successful Meetings Magazine. [www.arnoldsanow.com](http://www.arnoldsanow.com) – [speaker@arnoldsanow.com](mailto:speaker@arnoldsanow.com)