



THE EVEREST *Leadership Academy*

Relationships 101

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Why are relationships important to success?

- The glue that holds the team together
- Five characteristics in your relationships:
 - Respect – place value on other people
 - Shared experiences – you can't be relational with someone you don't know
 - Trust – essential / without trust you cannot sustain a relationship
 - Reciprocity – give and take so that everyone benefits and gives
 - Mutual enjoyment – relationships grow and start to get solid



What do I need to know about others?

- What people really want is to be listened to, respected, and understood
- Why people fail to understand others?
 - Fear – when not understanding others you become fearful
 - Self-centeredness – think of your own interests first
 - Failure to appreciate differences – casting others in your own image
 - Failure to acknowledge similarities – people do have similar feelings



Things everybody needs to understand about people

- Everybody wants to be somebody – valued by others
- Nobody cares how much you know until they know how much you care
- Everybody needs someone – friendship and encouragement
- Everybody can be somebody when somebody understands and believes in them
- Helping someone influences a lot of people



How can I encourage others?

- You need to believe the best in people, have faith in them
 - Most people don't have faith in themselves – they believe they will fail / they see a difficulty in every responsibility / difficulties don't defeat people, lack of faith in themselves does
 - Most people don't have someone who has faith in them / lack of family and community support / people feel isolated
 - Most people can tell when someone else has faith in them – your goal is to get people to think more highly of themselves
 - Most people will do anything to live up to your faith in them



How to become a believer in people

- Believe in them before they succeed
 - There are no hopeless situations; there are only people who have grown helpless / every person has seeds of greatness
- Emphasize their strengths
 - By emphasizing people's strengths, you're helping them believe they possess what they need to succeed
- Instill confidence when they fail – to fail is part of life's process
- Experience some wins together – winning is motivation



How can I connect with people?

- You can't move people to action unless you first move them with emotion
 - Connect with people one at a time
 - Put a "10" on every person's head
 - The greatest good you can do for another is not just to share your riches but to reveal to them their own



How can I become a better listener?

- No person would listen to you talk if he didn't know it was their turn next
- President Lyndon Johnson – “You ain't learnin' nothin' when your doin' all' the talkin'”
- Listening shows respect; builds relationships; increases knowledge; generates ideas; builds loyalty, You never learn anything when you are talking



How you develop listening skills

- Look at the speaker
- Don't interrupt – give people the time to express themselves
- Focus on understanding
- Check your emotions – avoid emotional baggage
- Suspend your judgement – don't jump to conclusions
- Ask questions for clarity
- Always make listening your priority



How can I build trust with others?

- When your words and actions match, people know they can trust you – integrity is crucial:
 - Integrity is not determined by circumstances
 - Integrity is not based on credentials – character comes from who we are
 - Integrity is not to be confused with reputation – a good exists because it is a reflection of a person's character



What is my most important relationship?

- Succeed at home, and all other relationships become easier
 - Positive intake of love, affection, and respect gives you inner resources to deal – unconditional love
 - William James – “ In every person from cradle to grave, there is a deep craving to be appreciated”
 - Feeling appreciated brings out the best in people
 - What would it profit me to gain the whole world and lose my family
 - A correlation between family success and personal success



How can I serve and lead people at the same time?

- You've got to love people more than your position
- Puts others ahead of his/ her own agenda
- Possesses the confidence to serve – how we treat others is really a reflection of how think about ourselves
- Initiates service to others – expecting nothing in return
- Is not position-conscious
- Serves of love