



FIVE ESSENTIAL STRATEGIES TO

**WIN**  
*with*  
**PEOPLE**

RELATIONSHIP SKILLS THAT  
DELIVER RESULTS

BASED ON CONTENT FROM JOHN C. MAXWELL



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INTRODUCTION

# INTRODUCTION

## OBJECTIVES

This workshop will provide you with practical strategies and insights to develop relationship skills that deliver results within your organization. Over the course of this workshop, you will:

- Demonstrate how relational chemistry impacts bottom-line results in organizations.
- Explain why an accurate self-assessment is foundational to healthy relationships.
- Reveal how to connect with others more effectively by understanding diversity in personalities and across generational differences.
- Explain why conflict and tension are a normal and necessary part of growth for any team or organization.
- Demonstrate practical, proven strategies for managing conflict well.
- Reveal how to find synergy by investing in win-win relationships that deliver results.

**NOTES:**

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# FIVE STRATEGIES TO WIN WITH PEOPLE

TAKE NOTES ON THE FIVE CORE STRATEGIES AS THEY ARE INTRODUCED.

## 1 Prepare Yourself

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## 2 Connect with Others

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## 3 Build Mutual Trust

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## 4 Manage Conflict

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## 5 Create Synergy

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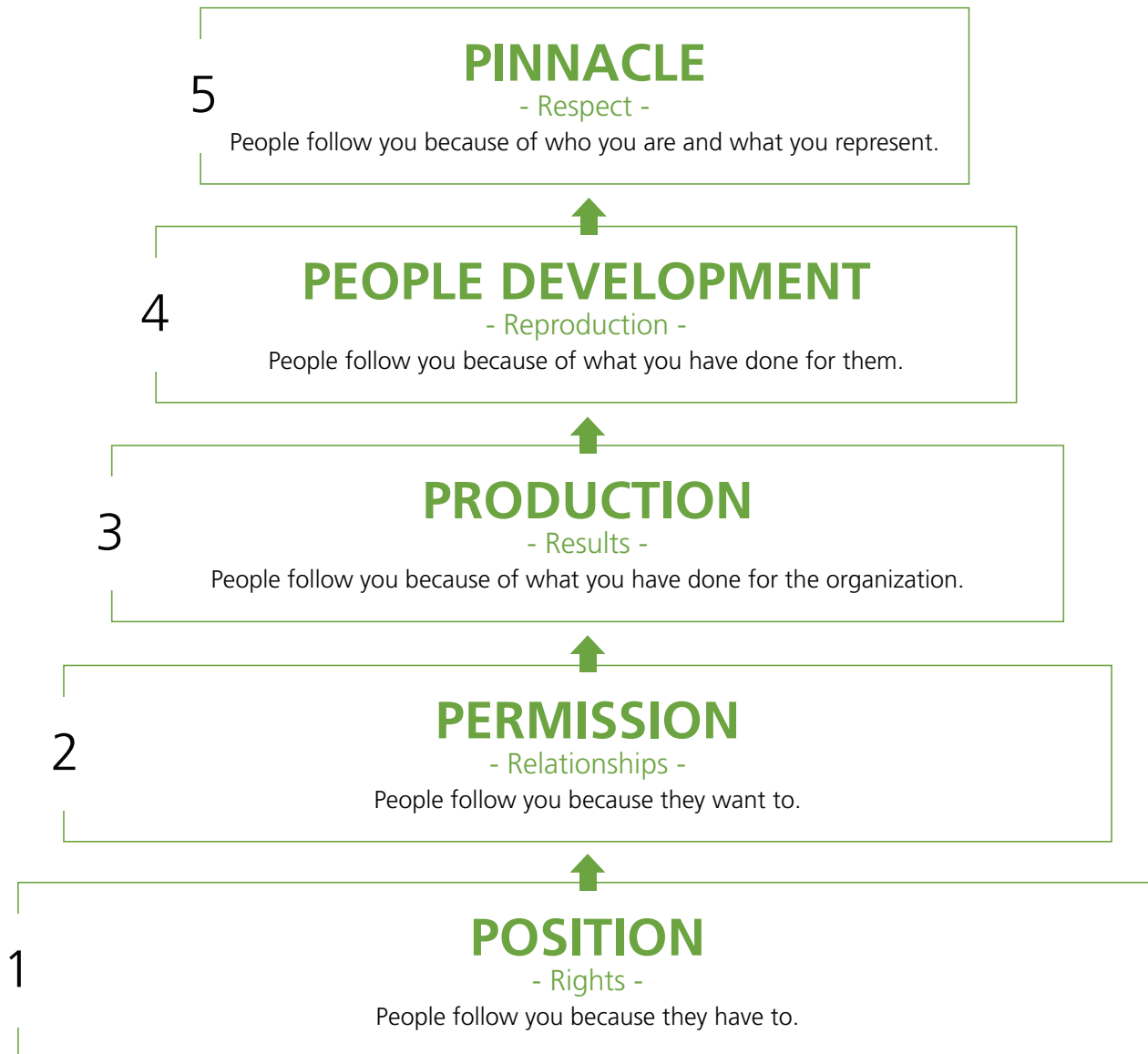
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## HOW THIS WORKSHOP INCREASES YOUR INFLUENCE

Your personal growth is a life-long process. The diagram below illustrates John Maxwell's Five Levels of Leadership, a proven paradigm for evaluating your influence with others to help you realize your full potential. This Win with People Workshop focuses on developing skill sets most closely associated with becoming a Level 2 leader. Your success at Level 2—Permission—positions you to succeed at Level 3—Production.



# HOW RELATIONSHIPS INFLUENCE RESULTS

**LIST SOME EXAMPLES OF FAMOUS FIGURES WHO ACHIEVED SIGNIFICANT RESULTS.**

What are some traits common to them all?

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**FILL IN THE BLANKS** with John Maxwell's Success Equation:

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**JUST HOW IMPORTANT IS EMOTIONAL INTELLIGENCE?**

According to Daniel Goleman, author of *Emotional Intelligence*,

**“Competence is ..... % to ..... % Emotional intelligence.”**

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**THE MOST SIGNIFICANT PEOPLE CHALLENGE I FACE TODAY IS...**

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“ Successful leadership is about 90% people knowledge and 10% product knowledge. ”

*John C. Maxwell*

# STRATEGY 1 PREPARE YOURSELF

Your ability to deliver results depends on the relationship skills you cultivate. Some people find it naturally easier to win with people while others feel as if relationships are more of a struggle. But the truth is these people skills can be learned if you are willing to start by getting to know the person most involved in all your relationships—you.

## THE MIRROR PRINCIPLE

**THE FIRST PERSON WE MUST EXAMINE IS OURSELVES.**

If you are going to prepare yourself for relationships that deliver results, you must face a series of truths about yourself. Only by seeing these truths clearly can you begin to take responsibility for your future instead of merely complaining about others.

“ Human nature seems to endow people with the ability to size up everybody in the world but themselves. ”

*John C. Maxwell*

Complete this series of statements from John C. Maxwell as your facilitator shares them:

### I AM...

- The first person .....
- The first person .....
- The first person .....
- The first person .....
- The first person .....

### KEY POINT

Relationships take two people—and you are always one of those two people. Therefore, 50% of your relationship challenges can be addressed by getting to know yourself.

### QUESTIONS

- How well do I know myself?
- Are all the problems I face caused by other people?



STRATEGY 1: PREPARE YOURSELF

# SELF-ASSESSMENT: DO YOU WIN WITH PEOPLE?

Put The Mirror Principle to work for you. Take this simple self-assessment to gauge how prepared you are to win with people. Score yourself from 1-5 for each statement using the following scale to indicate how often that statement is true of you:

**1 = ALMOST NEVER      2 = SELDOM      3 = SOMETIMES      4 = USUALLY      5 = ALMOST ALWAYS**

Then score how you think other people you work with regularly might score you.

**AM I PREPARED FOR RELATIONSHIPS?**

1. I realize that the way I see myself is often not the way others see me.
2. I have learned where my own blind spots tend to create friction with others.
3. I agree that relationships that win begin with self-examination and full self-awareness.
4. I am intentional and open about getting honest feedback from other sources to compensate for my blind spots.
5. I know how to factor in my internal bias when assessing the intentions of others.

**HOW WELL DO I CONNECT WITH OTHERS?**

6. I listen carefully to input from others with the intent to fully understand rather than the intent to reply.
7. I understand that friction usually arises in areas where two people have similar behavioral traits.
8. I lift people up rather than bring people down.
9. I am intentional about showing an interest in other people, and they easily see it.
10. I understand and value differences across generations and personality types.

**DO I SEEK TO BUILD MUTUAL TRUST?**

11. I always follow through on the commitments I make to others without exception.
12. I intentionally seek to build trust with others long before I actually need it.

HOW I SEE MYSELF	HOW OTHERS SEE ME
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*Continued on next page.*



STRATEGY 1: PREPARE YOURSELF

# THE LENS PRINCIPLE

**WHO YOU ARE DETERMINES HOW YOU SEE OTHERS.**

It's all too easy for us to forget that your perspective is unique to you. No one else sees things quite same way you do. And no one else sees other people quite the same way you do. To make it more challenging, you may not even see yourself realistically.

**ACTIVITY**  
Record your observations from the activity on the gap between intention and perception here:

**NOTES:**

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**KEY POINT**

Each person sees others through a lens unique to him or her. Each person has blind spots that increase the challenge of seeing others clearly.

**QUESTIONS**

Do I know my blind spots?

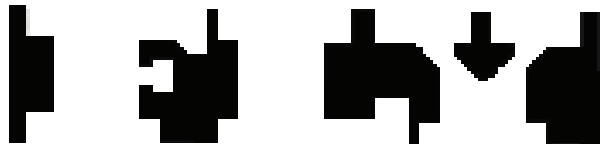
How often do I think of how others perceive the signals I send?

How might my natural strength areas be creating a blind spot?

Hold this page about 18 inches from your face with your right hand. Cover your left eye and look at the dot on the left in this image. Be aware of the cross on the right, but keep your eye on the dot. Slowly move the page closer to your face, keeping it level. When you reach your blind spot in the right eye, you will see the cross completely disappear.



**STUDY THIS PUZZLE BY FOCUSING ON THE IMAGES IN BLACK:**



## STRATEGY 1: PREPARE YOURSELF

## STRATEGY 1 RECAP AND KEY TAKEAWAYS

- Your ability to deliver results depends on the relationship skills you cultivate.
- The first person you must examine is yourself.
- You are the one common part of every relationship you have.
- Relationship success is essential to business success.
- Competence is largely determined by Emotional Intelligence.
- Who you are determines how you see others.
- The most important gap to close in relationships is the gap between intention and perception.
- Everyone has natural blind spots that affect how they perceive other people.



### YOUR WIN WITH PEOPLE ACTION PLAN

Turn to Page 35 of this participant guide and invest a few minutes in your Win with People Action Plan.

STRATEGY 2: CONNECT WITH OTHERS

STRATEGY 2  
**CONNECT WITH OTHERS**

A relationship requires other people. So it's not surprising that, once you've looked within, you need to look around you and explore how to best connect with others. Yet even the experience of engaging other people begins with understanding and being comfortable with yourself. Only then can you begin to understand and connect with others to create winning relationships.

**THE APPROACHABILITY PRINCIPLE**

**BEING AT EASE WITH OURSELVES HELPS OTHERS TO BE AT EASE WITH US.**

We can give no greater gift to others than putting them at ease. We've all met people who seemed cold and foreboding. And we've all met people who treat us like old friends from day one. How approachable are the most important people in your life? Being approachable is a powerful asset in your relational toolbox.

**ARE YOU APPROACHABLE?**

As the facilitator shares characteristics of approachable people, write down the ones that resonate with you. Put a box around traits on which you think you are strong. Circle the one where you think you could use some growth.

**TRAITS:**  
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**KEY POINT**

The process of becoming comfortable with other people begins with becoming comfortable with ourselves.

**QUESTIONS**

- Am I comfortable with who I am?
  
- Would my friends say that I am easy to approach about difficult issues?
  
- When was the last time someone brought me bad news?

“ Kindness is a language the dumb can speak and the deaf can hear and understand. ”

*Christian Bovee*

STRATEGY 2: CONNECT WITH OTHERS

# FIND YOUR RIGTHPATH



STRATEGY 2: CONNECT WITH OTHERS

**ACTIVITY**

Record your observations from the activity led by your facilitator. Jot down your answers to these questions for each of the scenarios:

**NOTES:**

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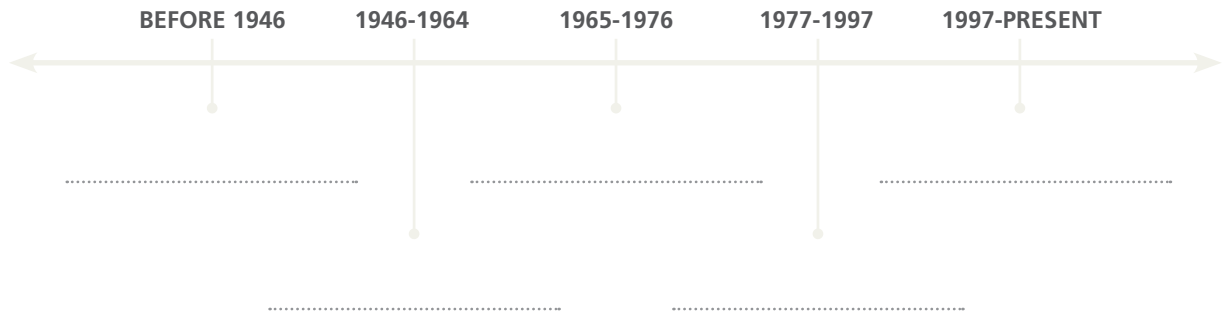
## GENERATIONAL DIVERSITY

Do you know your generations? By 2020, the workforce will have representatives of five generations, a trend never previously encountered in modern times. Before you can talk knowledgeably about that diversity, it might help to learn the terms used in the discussion. As the facilitator shares the information, label the different generations below based on the years in which a person was born:

**KEY POINT**

Never in the history of the modern world have there been four generations—much less five—in the workplace that brings such vastly different sets of values, beliefs and expectations.

“ Diversity is the art of thinking independently together. ”  
*Malcolm Forbes*



What did the facilitator share about generational diversity in the present workplace that you did not know?

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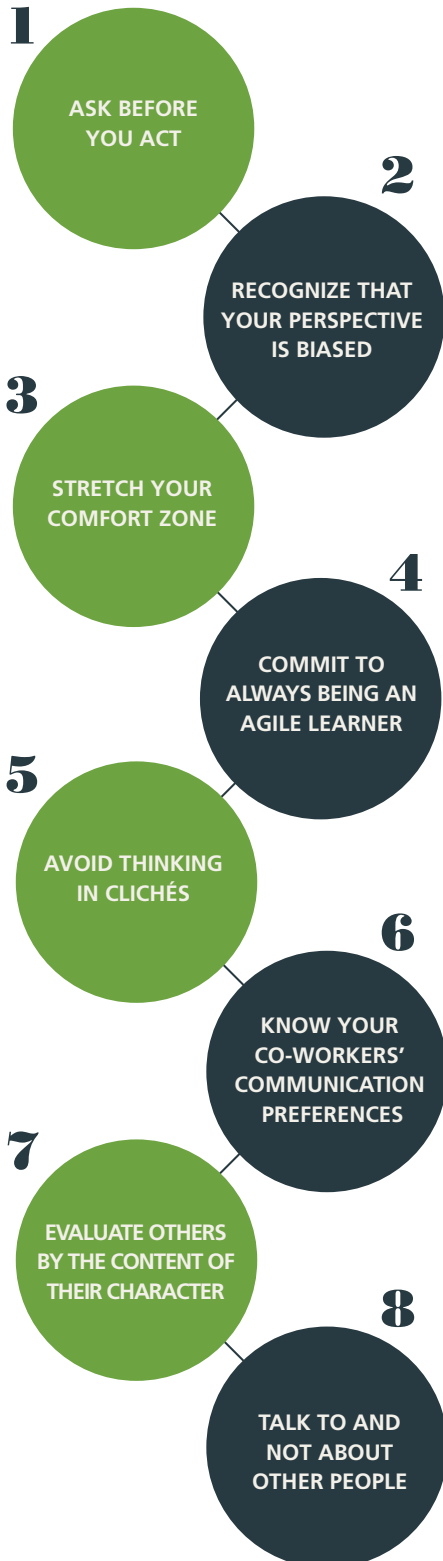
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## STRATEGY 2: CONNECT WITH OTHERS

## CONNECTING ACROSS DIVERSITY

## 8 PRACTICAL TIPS TO MAKE THE MOST OF DIVERSITY IN RELATIONSHIPS



## THE CHARISMA PRINCIPLE

PEOPLE ARE INTERESTED IN THE PERSON WHO IS INTERESTED IN THEM.

It doesn't matter how much power, education, or expertise you possess; people will respond to you more favorably if you first let them know that they matter to you as individuals.

“ You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you. ”

*John C. Maxwell*

## KEY POINT

The fastest way to connect with others is to treat others, not as *you* want to be treated, but as *they* want to be treated.

## QUESTIONS

Do I usually focus on others and their interests ahead of my own?

Do I show people how much I care before sharing how much I know?

Do I believe the best of others?



## STRATEGY 2: CONNECT WITH OTHERS

## STRATEGY 2 RECAP AND KEY TAKEAWAYS

**WHO YOU ARE DETERMINES HOW YOU SEE OTHERS.**

- Being at ease with yourself helps others to be at ease with you.
- Approachable people appreciate people for who they are and what they have to offer.
- You can make a unique contribution if you first know yourself—and then get to know others.
- Today's workplace has more generational diversity than any in modern times.
- Generational diversity can give teams uncommon strength by drawing on experience while embracing innovation.
- People are interested in the person who is interested in them.
- Approachable people truly like people. To be approachable, you need to generate personal warmth toward the people you meet.
- People don't care how much you know until they know how much you care.



### YOUR WIN WITH PEOPLE ACTION PLAN

Turn to Page 35 of this participant guide and invest a few minutes in your Win with People Action Plan.

STRATEGY 3: BUILD MUTUAL TRUST

STRATEGY 3  
**BUILD MUTUAL TRUST**

Why do many personal and business relationships fall apart? The reasons for such breakdowns are many, but at the foundation of them all is broken trust. John Maxwell says that trust is bedrock for relationships, the foundation of everything. But you must be able to communicate an attitude of selflessness in order to build mutual trust.

### THE EXCHANGE PRINCIPLE

**INSTEAD OF PUTTING OTHERS IN THEIR PLACE, WE MUST PUT OURSELVES IN THEIR PLACE.**

Building mutual trust starts with identifying your blind spots and seeking to connect with others in an authentic way. But it's not enough to recognize that the other person's perspective may be different. You must seek to understand what it is like to walk in their shoes.

#### THREE QUESTIONS PEOPLE ARE ASKING ABOUT YOU

1. Compassion

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2. Competence

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3. Character

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#### KEY POINT

Learning to see things from others' perspectives helps us succeed in our relationships and begin to build mutual trust.

#### QUESTIONS

Do I try to see things from others' point of view?

Do I try to leave "my place" and visit "their place"?

Do I approach people with a desire to learn more about them?

#### NOTES:

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“ The best way to keep from stepping on other people's toes is to put yourself in their shoes. ”

*John C. Maxwell*

STRATEGY 3: BUILD MUTUAL TRUST

YOUR RELATIONAL BANK ACCOUNT



NOTES:

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KEY POINT

It is more rewarding to resolve a situation than to dissolve a relationship.

QUESTIONS

How often do I put situations ahead of relationships?

Can others trust me to always put people first?

## THE SITUATION PRINCIPLE

NEVER LET THE SITUATION MEAN MORE THAN THE RELATIONSHIP.

Many people expect relationships to be smooth sailing. That’s really pretty naïve. Keeping relationships strong is a decision. Anytime a person puts the situation ahead of the relationship, it happens for one reason: loss of perspective. But people are always more important than mere things. Our property, our position or power, and our agenda are transitory.

HOW WOULD YOU DESCRIBE YOUR RELATIONSHIPS? CIRCLE THE WORDS THAT BEST FIT:

- |              |   |    |   |               |
|--------------|---|----|---|---------------|
| Volatile     | ← | OR | → | Steady        |
| Deceitful    | ← | OR | → | Open          |
| Selfish      | ← | OR | → | Mature        |
| Draining     | ← | OR | → | Refreshing    |
| Insecure     | ← | OR | → | Secure        |
| Manipulating | ← | OR | → | Accepting     |
| Conditional  | ← | OR | → | Unconditional |
| Breaking     | ← | OR | → | Bonding       |



STRATEGY 3: BUILD MUTUAL TRUST

LISTENING ACTIVITY

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TAKE A LISTENING AUDIT—EVERY DAY

- Am I open to other people’s ideas?
- Am I open to changing my opinion based on new information?
- Am I actively seeking feedback and input in order to move the team forward?
- Do I act defensively when criticized, or do I listen openly for the truth?
- Do I ask questions in every conversation?

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“ A major stimulant to creative thinking is focused questions. ”

*Brian Tracy*

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“ The secret of your success is determined by your daily agenda. If you make a few key decisions and then manage them well in your daily agenda, you will succeed. You will never change your life until you change something you do daily. You see, success doesn’t just suddenly occur one day in someone’s life. For that matter, neither does failure. Each is a process. Every day of your life is merely preparation for the next. What you become is the result of what you do today. ”

*John C. Maxwell*

## STRATEGY 3: BUILD MUTUAL TRUST

## STRATEGY 3 RECAP AND KEY TAKEAWAYS

- Trust is bedrock for relationships, the foundation of everything.
- Instead of putting others in their place, we must put ourselves in their place.
- Never let the situation mean more than the relationship.
- Trust is like a bank account—you have got to keep making deposits if you want it to grow.
- Keeping relationships strong is a decision you can and must make.
- It is more rewarding to resolve a situation than to dissolve a relationship.
- You break down listening barriers by actively pursuing understanding.
- The secret to understanding other people lies in asking great questions.
- Your daily listening habits will go a long way toward determining your relationship success.



### YOUR WIN WITH PEOPLE ACTION PLAN

Turn to Page 35 of this participant guide and invest a few minutes in your Win with People Action Plan.

SECTION 4: MANAGE CONFLICT

# STRATEGY 4 MANAGE CONFLICT

“ All people have an instinct for conflict. ”  
*Hillaire Belloc, Historian/Writer*

## HOW MUCH DOES CONFLICT COST?

Write down the facts your facilitator shares that surprise you the most about the high cost of conflict in the workplace:

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**KEY POINT**

If we think we can reach a place where we have no more conflict, we are in conflict with reality.

**QUESTIONS**

Has my productivity ever been hampered by conflict in the workplace?

How do I tend to respond to conflict?

Do I think of conflict and tension as always being bad?

SECTION 4: MANAGE CONFLICT

# THE VALUE OF TENSION

CREATIVE TENSION IS DEFINED AS

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IN YOUR OWN WORDS, DESCRIBE THE DIFFERENCE BETWEEN POSITIVE AND NEGATIVE TENSION

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**KEY POINT**

We tend to think of tension as always being a bad thing; in fact, the right kind of tension can be the sign of a healthy organization.



**MOST POPULAR RESPONSES TO CONFLICT:**

- **Win at all costs.** It's like a shootout at the OK Corral. It's quick, brutal, and destructive.
- **Pretend it doesn't exist.** If you hear no evil, see no evil, and speak no evil, evil will not cease to exist.
- **Whine about it.** Playing the victim doesn't cure conflict. It just irritates everybody.
- **Keep score.** People who keep a record of wrongs can't ever start over fresh. And nobody can ever get "even."
- **Pull rank.** Using position never really solves conflict. It merely postpones it.
- **White flag it.** Quitting is a permanent solution to a temporary problem.

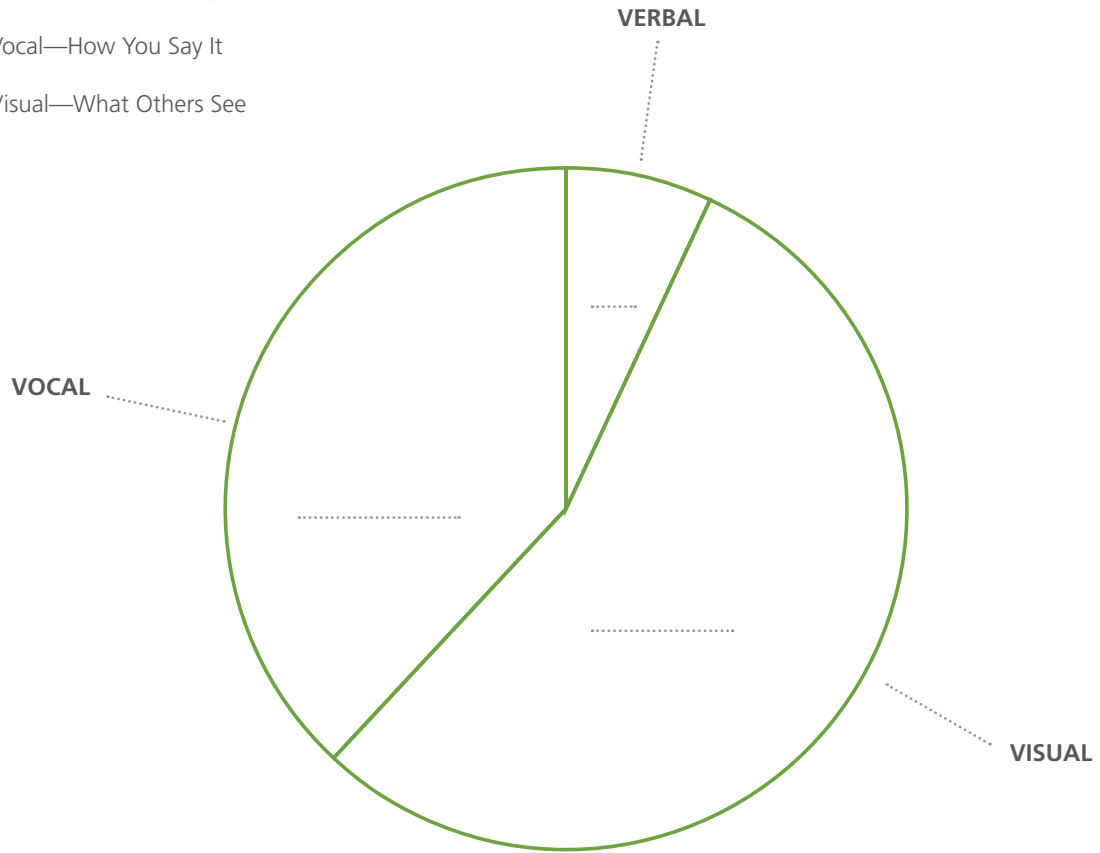


SECTION 4: MANAGE CONFLICT

# COMMUNICATION CHALLENGES

HOW MUCH OF COMMUNICATION DEPENDS ON THE WORDS YOU USE? FILL IN THE BLANKS WITH THE FOLLOWING OPTIONS TO SHOW HOW MUCH OF COMMUNICATION IS

- Verbal – What You Say
- Vocal—How You Say It
- Visual—What Others See



### ACTIVITY

**NOTES:**

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“ Conflict is like cancer; early detection increases the possibility of a healthy outcome. ”

*John C. Maxwell*

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SECTION 4: MANAGE CONFLICT

# THE HIGH ROAD PRINCIPLE

**WE GO TO A HIGHER LEVEL WHEN WE TREAT OTHERS BETTER THAN THEY TREAT US.**

When in conflict with others, we can choose how to respond. The natural tendency is to give back to them what we receive from them. But that only makes the situation worse—even if it feels better for a moment.

Complete the description of how we treat others for each option below:

HIGH ROAD YOU TREAT OTHERS THE \_\_\_\_\_

MIDDLE ROAD YOU TREAT OTHERS THE \_\_\_\_\_

LOW ROAD YOU TREAT OTHERS THE \_\_\_\_\_

# THE CONFRONTATION PRINCIPLE

**CARING FOR PEOPLE SHOULD PRECEDE CONFRONTING PEOPLE.**

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**KEY POINT**

You can choose your response to conflict with others. And the more you care, the better you will respond.

**QUESTIONS**

What do I find most difficult about taking the high road in conflicts?

Am I more concerned with getting even or solving the problem?

Do I care enough to confront in the right way?

“ People don’t care how much you know until they know how much you care. ”

*John C. Maxwell*

SECTION 4: MANAGE CONFLICT

# IDENTIFY YOUR CONFRONTATION MODE

AS YOUR FACILITATOR DESCRIBES THEM, LIST THE MODES FOR HANDLING CONFLICT BELOW. DESCRIBE EACH BRIEFLY IN YOUR OWN WORDS. THEN NOTE THE BEST TIME TO USE EACH ONE AS YOUR FACILITATOR SHARES THAT INFORMATION:

- 1. ....  
Use when .....
- 2. ....  
Use when .....
- 3. ....  
Use when .....
- 4. ....  
Use when .....
- 5. ....  
Use when .....

**MY PRIMARY CONFRONTATION MODE IS:** .....

**MY SECONDARY MODE IS:** .....

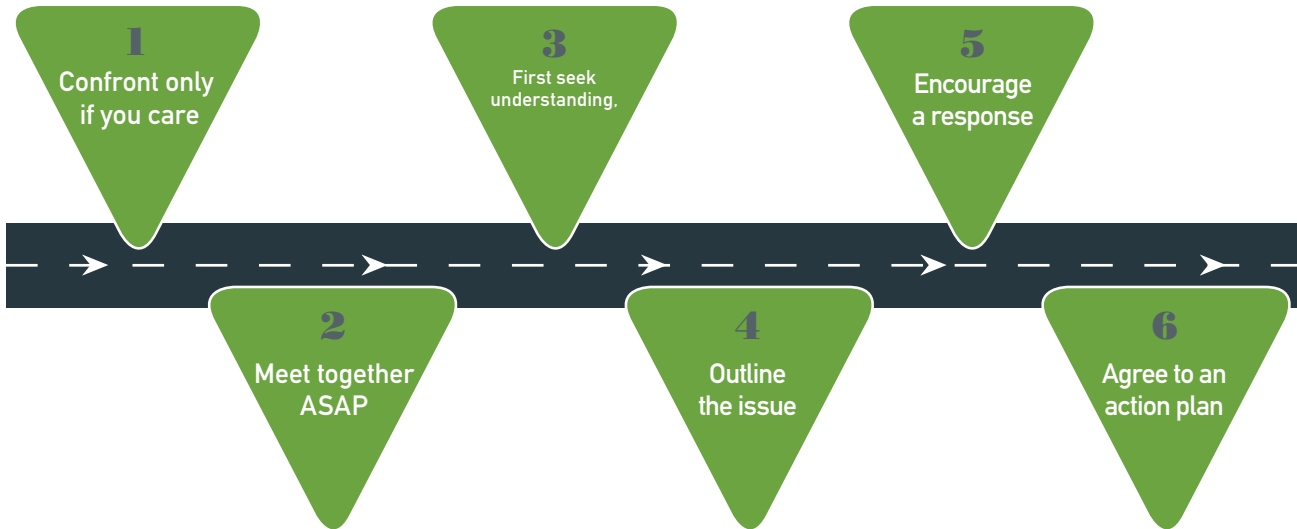
**BY USING MY PRIMARY MODE IN THIS SETTING, I COULD UNINTENTIONALLY CREATE CONFLICT:** .....

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SECTION 4: MANAGE CONFLICT

# YOUR ROAD MAP TO HEALTHY CONFRONTATION

“WE GO TO A HIGHER LEVEL WHEN WE TREAT OTHERS BETTER THAN THEY TREAT US.”



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“ The person who gives an opinion before he understands is human, but the person who gives a judgment before he understands is a fool. ”

*John C. Maxwell*

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## SECTION 4: MANAGE CONFLICT

## THE HIGH ROAD PRINCIPLE

- Conflict is inescapable as part of the universal human experience.
- Every growing organization can expect to experience “creative tension.”
- Tension always exists, either moving us forward or pulling us back.
- Maintaining the status quo is never an option.
- More than 90% of your communication happens without words.
- You can choose how you respond to conflict.
- You go to a higher level when you treat others better than they treat you.
- Caring for people should precede confronting people.
- When Bob has a problem with everyone, Bob is usually the problem.
- You have a natural tendency to respond to conflict with a particular mode.
- You can unintentionally cause conflict by responding in a manner consistent with your strengths.
- Successful confrontation usually changes both people, not just one.



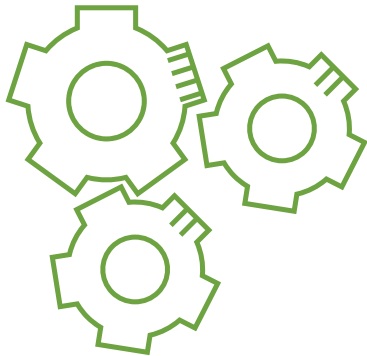
### YOUR WIN WITH PEOPLE ACTION PLAN

Turn to Page 35 of this participant guide and invest a few minutes in your Win with People Action Plan.

SECTION 5: CREATE SYNERGY

STRATEGY 5  
**CREATE SYNERGY**

Synergy happens as a result of two or more people working together in a way that  $1+1= >2$ . Such relationships add value to all and position a team to achieve greater results together, thus extending the influence and impact of each individual. Synergy usually occurs when two persons with different complementary skills cooperate to produce something greater than either one could have imagined or achieved on his or her own. Synergy is most likely to happen naturally as a result of addressing the first four Strategies to Win with People.



**KEY POINT**

When you create synergy, you can deliver results together that none of you could have produced alone.

**QUESTIONS**

Do I seek to bring out the best in my coworkers?

How often do I help someone while expecting nothing in return?

Would I describe my outlook as one of scarcity or abundance?

**NOTES:**

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“ Synergy—the bonus that is achieved when things work together harmoniously. ”

*Mark Twain*

SECTION 5: CREATE SYNERGY

# THE BOOMERANG PRINCIPLE

**WHEN WE HELP OTHERS, WE HELP OURSELVES.**

“ Synergy is the highest activity of life; it creates new untapped alternatives; it values and exploits the mental, emotional, and psychological differences between people. ”

*Stephen Covey*

## FIVE CRITICAL STEPS TO CREATE SYNERGY

**COMPLETE THE FOLLOWING LIST AS YOUR FACILITATOR SHARES THE STEPS:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### QUESTIONS

How well do I respond when my help is rejected or abused?

Do I help others with the expectation of a direct help in return?

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**YOU CANNOT LET OTHER PEOPLE'S FAILURES DICTATE YOUR FUTURE SUCCESS.**

## SECTION 5: CREATE SYNERGY

# THE PARTNERSHIP PRINCIPLE

## WORKING TOGETHER INCREASES THE ODDS OF WINNING TOGETHER.

Partnerships are a little more strategic than the general call to help others. Try to build relationships with everyone, but forge closer alliances and partnerships with only a few. Those closest to you form what John Maxwell calls your “Inner Circle.” They will go a long way toward determining your long-term success. Find capable people with the same passion, standards, and mission as yours who also need others to make a difference. These relationships will lead to many rewarding partnerships. Together you will do things that exceed even your own expectations.

### ARE YOU A PARTNERSHIP MAKER?

Practical Ways to Create a Win with People

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

#### KEY POINT

A leader’s potential is determined by those closest to him. (John C. Maxwell’s Law of the Inner Circle)

#### QUESTIONS

Do people look to me for synergistic partnerships or run from me?

Do I *occasionally* or *continually* cultivate my relationships?

Do I take others with me, even when it’s inconvenient?

“ One is too small a number to achieve greatness. ”

*John C. Maxwell*



## SECTION 5: CREATE SYNERGY

## STRATEGY 5 RECAP AND KEY TAKEAWAYS

- When you create synergy, you can deliver results together that none of you could have produced alone.
- Synergy usually occurs when two persons with different complementary skills cooperate to produce something greater than either one could have imagined or achieved on his or her own.
- When we help others, we help ourselves.
- Teamwork makes the dream work.
- Working together increases the odds of winning together.
- A leader's potential is determined by those closest to him.
- One is too small a number to achieve greatness.



### YOUR WIN WITH PEOPLE ACTION PLAN

Turn to Page 35 of this participant guide and invest a few minutes in your Win with People Action Plan.

## LEADERSHIP ACTION PLAN

# WIN WITH PEOPLE ACTION PLAN

## OVERVIEW

The purpose of this action plan is to help you convert your knowledge into results. Set yourself up for success by capitalizing on your strengths and working with an accountability partner to help make what you've learned in this workshop become a reality.

### ACCOUNTABILITY PARTNER

NAME .....

PHONE NUMBER .....

EMAIL .....

CONNECTION DATE .....

## MY WIN WITH PEOPLE ACTION PLAN

Make your development actions as specific as possible. For example, instead of "improve my communications skills" a more specific action would be to "improve the clarity and grammar of my emails" or "make eye contact in every conversation for the next week."

Be sure to write actions that are time-bound. For this action plan, try to come up with ideas you can accomplish within the next thirty days.

On the following page, you will find room to record action steps for each strategy throughout the workshop. By writing them down as you go, you can be ready to realize your potential and that of your entire team.

LEADERSHIP ACTION PLAN

## PREPARE YOURSELF

Relationships takes two people—and you are always one of those two people. Therefore, 50% of your relationship challenges can be addressed by getting to know yourself well, even as you connect with others.

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## CONNECT WITH OTHERS

Once you’ve looked within, you need to explore how to best connect with others. The fastest way to connect with others is to treat others, not as you want to be treated, but as they want to be treated.

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## BUILD MUTUAL TRUST

Trust is bedrock for relationships, the foundation of everything. But you must be able to communicate an attitude of selflessness in order to build mutual trust.

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## MANAGE CONFLICT

If you think you can reach a place where we have no more conflict, you are in conflict with reality. But conflict can be an opportunity for growth if managed well.

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## CREATE SYNERGY

Synergistic relationships add value to all and position a team to achieve greater results together, thus extending the influence and impact of each individual.

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*The*  
JOHN MAXWELL  
Co.