



Building Relationships

1. Build a Positive Bank Account



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2. Don't Make it About You

What you know

What you don't know

- 1. Build a Positive Bank Account**
- 2. Don't Make it About You**
- 3. Listen to Hear**

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- Think about what they are saying, not what you are going to say.**
- Wait for two seconds of silence before you speak.**
- Avoid excessive nodding or words of agreement.**

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- 3. Listen to Hear**
- 4. Speak with Confidence**

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- Take time alone to create an attitude of good will.**
- Build confidence with gestures.**
- Step to the podium and wait three seconds before you speak.**
- Speak slowly.**

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