

THE 8 RULES OF RELATIONSHIPS

1

ALLOW FOR PEOPLE TO OCCASIONALLY BE DERAILED

Despite the fact we all want to be perfectly tuned all the time, there are occasions when we're off track. Cut yourself – and others – some slack. If someone in your life isn't treating you well, it may not be about you. Realize we spend a fair amount of our lives derailed.

2

SHARE YOUR GUT FEELINGS WITH PEOPLE

Our instinct is a mighty force. But how often is our gut screaming at us, only to have us ignore it? If you're feeling something, then find a way to say it, keeping in mind that it's your responsibility to say things in a way that preserves the other's dignity. It keeps them OK.

3

BE INTERPERSONALLY SENSITIVE

This can really go wrong in relationships. We think more about "what" we want to say than "how" we say it. How you listen...how you change subjects...how you find out their truth...all depend on your ability to be sensitive to their needs in conversation.

4

INTENT SHAPES ACTIONS

If you want different outcomes from your relationships, remember that YOUR actions are important. And nothing shapes your actions like HIGH INTENT, where your focus is on helping your customer solve problems or achieve goals.

5

NO HOSTAGE SITUATIONS

Great relationships aren't built on hostage taking. You don't own me. And I don't own you. Once we "have something" on the other, the relationships suffers.

6

I'M OBLIGATED TO FIND THE TRUTH – AND TELL THE TRUTH

Although the truth sometimes hurts, it is a wonderful breeding ground for a good relationship. Henry Kissinger said, "Always say immediately what you're going to say eventually." What he meant was 'don't save things for when they're more difficult to talk about.'

7

NO LOOSE ENDS

Loose ends in our relationships cause burden. If there is something I owe you by tomorrow, then I'll get it to you tomorrow. If tomorrow comes and it isn't done, the burden begins.

8

EMAIL THE MUNDANE - DISCUSS THE SIGNIFICANT

In our email-happy society, we've enlarged the scope of our emails to include things that really should be discussed face-to-face. Before you send that next email, **think**: "Should this be discussed in person?" Emotional, relationship-building discussions should be held for personal contact.

Relationships are best achieved when neither party is **TRYING** to build one. Great relationships come when both parties **JOIN FORCES** to create something better than they could create on their own.