Building Relationships
1. Build a Positive Bank Account
1. Build a Positive Bank Account
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
3. Listen to Hear

- 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.
1. Build a Positive Bank Account
2. Don’t Make it About You
3. Listen to Hear
4. Speak with Confidence
4. Speak with Confidence

- 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.
1. Build a Positive Bank Account
2. Don’t Make it About You
3. Listen to Hear
4. Speak with Confidence