

# Compilation QUICK GUIDE to *Improve Your Performance & Relationships*

- *Get the buy-in from your colleagues & partners to create win-win results AND get what you need*
- *Leverage your connections for trusting & productive partnerships*
- *Take back control by aligning your activities with your true goals*
- *Practice the human touch to connect and collaborate effectively*

# QUICK GUIDE for *Getting the Buy-In*



Getting the buy-in from your internal or external partners boils down to these **3 GOLDEN RULES**.

Read on for practical tips & examples to master them.

# *Golden Rule 1:*

## *Know the Need to Succeed*

- Question: How does your idea meet their need/s?
- Tip: Know the needs and interests of your counterpart. If you can't find out beforehand, ask during the interaction. Dig deeper to get the "big picture". Their needs will come up for sure.
- Example: "What are your current needs and/or concerns? Tell me more about that."

## *Golden Rule 2: Give before Taking*

- Question: What support can you offer them?
- Tip: Always offer something before requesting something. If you don't have anything they need right now, refer to a potential future need.
- Example: “How can I best support you right now? What could be a potential need of yours next year?”

## *Golden Rule 3: Ask for Help*

- Question: In what areas do they have expertise or experience that could help you?
- Tip: Acknowledge their expertise/experience and ask them directly for help. Remember – people like to help and like to be needed, above all.
- Example: “I know you have experience with XYZ. I could really use your expertise with this. Can you help me?”

# QUICK GUIDE for *Leveraging Your Connections*

To help you move forward on your professional development path, here are three key lessons learned from my first 20 years as a professional ('92-'12).

Read on for my best practice tips (& personal stories) that will help you leverage your connections for positive results.



# *Be Curious*

**Story:** In 2004 I met an Intercultural Trainer at a birthday party of a mutual friend. Interested by this unknown field, I asked him question after question until he invited me to be a role player at his next workshop.

No idea what would be expected of me, I accepted his offer with much curiosity. Two years later I was running intercultural workshops of my own.

**Tip:** Ask your connections lots of questions about what they do to discover new and potentially life-changing opportunities.

# *Experiment*

**Story:** An acquaintance who happened to be a sound engineer once told me I had a nice speaking voice and offered to help me make a voice demo. Without a clue how to get started in the commercial voice acting industry, I jumped at her offer.

Today I do commercial voice work for BMW, Red Bull, McDonald's and many others.

**Tip:** Even if you lack a road map, experiment with things that interest you. With the help of a connection, you might just learn a new skill or discover a passion.



# *Invest in People*

**Story:** While working as a L & D program manager, I was assigned a working student as administrative support. Over the course of our cooperation, we met for a dozen coffees and lunches – though not always necessary for our work.

A few years later she was not only a FTE within L & D, but also my main contact and a champion.

**Tip:** Take the time to build trusting relationships – even when you can't see an immediate benefit. If you invest time in your connections, they will take the time to support you when you need it.

# QUICK GUIDE for *Taking Back Control*

*Once upon a time, you were so good at your job that you were given projects to lead, people to manage AND all the expectations that came with it.*

*Every day it seemed like someone else wanted something new from you.*

*One day you realized you were struggling to keep your head above water.*

*So you then began looking for ways to stretch your time and energy to meet all the growing demands and expectations.*

*Because of that, you no longer had the time or energy for strategic thinking and your work began to suffer as a result.*

*Until finally, you decided to take back control of the situation...*

# THE SOLUTION

*If this story sounds familiar, you have come to the right place. Read on for my easy-to-use 3-step process to stop the spinning and **take back control.***



# Step 1: Take Inventory



## Task:

Get out a pen & paper and make a list of all your current activities and the ones you'll be doing throughout the rest of the year.

## Questions:

1. Which activities are essential for achieving my goals and are aligned with my personal vision? Which are not?
2. What would happen if I stopped doing the non-aligned activity/ies?
3. What could I gain if I stopped those activity/ies? Would the gain have a higher value than the value I get from doing those activity/ies?

## Step 2: Let Go



### Task:

Take a closer look at the activity/ies which you are reluctant to stop doing and be honest with yourself with these next questions.

### Questions:

1. What personal need does this activity fulfill?
2. What makes this need so important for me?
3. Is there another way to fulfill this need with a higher-value activity which is aligned with my goals & vision?

# *Step 3: Shift Mindset*

## **Task:**

Shift your mindset from trying to meet everyone's expectations to making sure your activities are aligned with your goals & vision.

## **Tips:**

1. The next time someone asks you to do something, say that you need time to assess the priority before saying “yes”.
2. Always reflect on these questions and then focus your time & energy on activities which bring you the most value.
3. Plan time for strategic thinking. If you don't plan for it, it won't happen.

# QUICK GUIDE for *Practicing the Human Touch*

Fact A: People generally do business with people they like and avoid doing business with people they don't like.

Fact B: No matter how good it is, no product or service can sell itself.

Fact C: Far too many business relationships are transactional (e.g. A in exchange for B) and based on convenience (e.g. lowest price).



Conclusion: Before you can sell a product, a service or even an idea, you have to connect with your partners on a human level to create mutual sympathy for a successful professional relationship.

***Read on for 3 Key Ingredients for practicing the “human touch” with your internal & external business partners...***

# ***1<sup>st</sup> Ingredient: Active Interest***

## **Tip:**

Take an active interest beyond the business transaction. Make a note of information and ask follow-up questions at next meetings. See it not as small talk but as RELATIONSHIP BUILDING!

## **How:**

“Last time we met you told me about taking windsurfing lessons on your last vacation. Have you managed to keep up with it, post-vacation?

How’s the practice going?”



# *2<sup>nd</sup> Ingredient: Needs Exploration*

## **Tip:**

Go beyond the normal transactional conversation to find out their unknown needs or even their “pain points”. You might discover new areas where you can offer your support. Go deeper to develop the trust!

## **How:**

“So I understand your job situation will be changing in the near future. What exactly will be different for you in the new position? How do you imagine it will be challenging?”

# 3<sup>rd</sup> Ingredient: Personal Information

## Tip:

Offer personal information – show your human qualities and share about yourself in order to get them to share information about themselves. You might even find out you have some things in common. Common needs and interests build relationships fast!

## How:

“I remember when I was first starting in my new position I thought I’d never figure out which department to contact for what.

Has that ever happened to you? How did you ever figure it out?”

