

Purposeful Leadership

The Keys to Connecting with People

Why are some people so good at connecting with a wide spectrum of personalities? Why are some people so comfortable to be around? Research supports the conclusion that the most effective people are those who know themselves, can recognize the demands of a situation, and adapt their strategies to meet those needs. This session presents a plan to help you understand yourself and others in the work environment, as well as at home. When you “connect” with your customers, they become loyal customers – the kind that keep coming back, and sending you referral business!

PURPOSE:

Gain an understanding and appreciation of self and others.

LEARNING OBJECTIVES:

- To understand your behavioral tendencies and develop an understanding of how your behavior affects others.
- To understand, respect, appreciate and value individual differences.
- To develop strategies for working together.