

Healthy relationships, healthy you

with

Eleanor Shakiba

Director, Think Learn Succeed



“think
learn?
succeed”

“Smart training for clever people”

Strong relationships keep you healthy. They also keep your career in peak condition.

Did you know that good relationships are vital for your physical and mental health? That's a great reason to improve your relationship-building skills. Here are five relationship-building strategies I teach participants in my NLP communication courses.

1. Communicate face-to-face

Relationships thrive on face-to-face communication. Although phone calls, texts and emails are easy to use, they don't cement relationships. This is because the human brain is set up to match and respond to *physical* cues such as facial expressions and postural changes.

2. Listen more than you speak

Listening is a skill that few people apply in everyday life. This means you'll stand out if you pay attention to what the people around you say. Take fifteen minutes a day to listen to someone with undivided attention. You'll soon find you have much better relationships.

3. Enjoy differences

Never assume that other people share your views or opinions. If you disagree with someone, say “I think about that differently...” Avoid arguing or starting a debate. Remember that giving respect increases the chance that you will receive respect.

4. Filter for commonalities

People who filter for what they have in common with others have broader networks and deeper relationships. Look for things you have in common with others. Being able to find common ground is a skill that will benefit you again and again.

5. Be solution focussed

Nothing kills relationships like blame. When problems crop up at work, focus on solving them rather than asking “whose fault is this?” Being solution focussed creates a positive and co-operative environment, in which your relationships can flourish.

Book one of our NLP trainers to run a course for your team. [Contact us now.](#)

Megan Hills interviews

Kai Raisbeck

Director/Producer

Film & Theatre



How to tap into networks to gain support for your personal vision

“I had no idea what I was going to do,” Kai explained. “It was half way through my year at NIDA, studying to be a director. By now I should have had some idea about what my Graduation Production was going to be. This production would be showcasing my talents to the world. It could determine my career. So if I didn’t think of something soon I was going to be in trouble.”

“Eleanor from Think Learn Succeed came to talk to us about a powerful visualisation exercise that first focuses on your body and senses, and away from your thoughts. We then focused on our Graduation Production.”

“I began to see colours: bright pinks, purples and reds. I saw smiles and lots of laughter. As my work up until now was pretty dark, this made no sense to me at all. I was convinced I had done the exercise incorrectly and so didn’t take it seriously.”

“But life led my Graduation Production away from a sombre artistic play to become a camp melodramatic comedy called ‘Vampire Lesbians of Sodom’. Lots of bright pinks, purples and reds, and laughter – just like the visualisation indicated. This production has totally changed the direction of my career. I now want to make people laugh.”

“The moral of the story is to be open to possibility. Life can surprise you in incredible ways.”

Kai’s top 3 tips for tapping into networks to gain support for your personal vision:

1. Talk about it

Don’t be afraid to share your vision with others. It can be surprising who might have a common interest that you don’t expect.

2. Don’t be afraid to ask for support

Again, it’s surprising how often people are willing to help.

3. Be open to a wide variety of people

You never know who might be able to help you (and how), so be open to different people with different skills and backgrounds.

What Kai Raisbeck says about Think Learn Succeed

“At the NIDA session, I found Eleanor very warm and approachable. She is particularly good at finding what works for each individual in the group - how best to communicate to them and refine their ideas.”

Book assertive communication training courses for your team.

Contact us now.

Making bad relationships good

Real Life Success Story

Garry was a technical genius, but everyone on the team hated him. Sour relationships were blocking his career prospects.

Garry had just missed out on a promotion to team leader. He worked in a Melbourne based logistics company. His boss said Garry didn't have the 'communication skills' required for the job. So Garry came to Think Learn Succeed for communication skills coaching.

His coach suggested that Garry complete a 360° feedback process. This involved giving a questionnaire to his peers, immediate manager and clients. The results showed that Garry needed to work on the way he handled conflict. His coaching program was designed to address this need.

Over the next two months, Garry attended coaching sessions once a fortnight. He learned to tackle disagreements more productively by:

- Tracking his internal dialogue when conflict emerged
- Substituting positive self-talk when he caught himself internally criticising someone
- Asking questions in order to explore others' views, rather than arguing
- Introducing his views by saying "I see this differently..." instead of saying "You're wrong"
- Inviting the other person to work with him on finding solutions
- Using a conversation planner to prepare for really tough conversations

You can use exactly the same techniques when handling conflict in your workplace. Just like Garry, you will find that adopting new behaviours changes the way others react to you. The benefit of taking a consultative approach to conflict is that it preserves the relationship as well as sorting out problems. Conflict resolution trainers call this "being hard on the problem and soft on the person."

Garry's relationships gradually improved as he put his new skills into action. Six months later, he successfully applied for a promotion to a frontline management position.

Learn more about it

Relationships drive success in business. If you'd like to boost your team's relationship management skills, book a session of Building Effective Relationships. You'll learn how to create strong partnerships using rapport-building skills. Hear how to listen for others' unspoken messages. See how to respond strategically to 'personality differences' in teams. Learn to express yourself positively and influentially. Gain hands-on experience handling conflicts in ways that strengthen relationships.

Book one of our communication skills training courses for your team. [Contact us now.](#)



What's New

MAY 2011

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"Smart training for clever people"

New Courses for Your Team:

Mental Health at Work

Mental illness affects not only the sufferer, but also those working around them. This course will help you recognise and respond to signs of mental health problems. Learn about common psychological disorders and how they can impact on behaviour at work. You'll also find out how to handle 'difficult' or irrational behaviour that stems from psychological disorders.

Read course outline.

News from Eleanor Shakiba

Where to see Eleanor next month:

27 June: **Influence, Persuade and Negotiate** [Wollongong](#)

28 June: **Mesmerise Your Audience** [Sydney](#)

Or book your one to one session with Eleanor. Call 0433 126 841

New Resource For You

Confident Public Speaking Podcast

Speaking in public is a great way to build your profile. If you feel nervous presenting, you need this month's mind programming podcast.

Download now

About Think Learn Succeed

We teach people to create, relate and communicate. If you need team training, we can create a customised session. If you want individual coaching, we'll deliver it by phone or face to face.

Contact us now to find out how we can help.