

# Teams That Work!

***Build Rapport,  
Relationships  
and  
Connect!***

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Soft Skills ...

Produce \_\_\_\_\_

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*The single most important ingredient in the formula for success is knowing how to get along and connect with people.*

*Teddy Roosevelt*

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*“It’s not necessarily the best dancer who wins, it’s the one’s they like the most.”*

*Nigel Lythgoe*

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*“Everything being \_\_\_\_\_ people deal with people they like and trust”*

*“Everything being \_\_\_\_\_ they still deal with people they like and trust”*

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*We are judged by a new yardstick, not only how smart we are, or by our training or expertise, but also how well we handle ourselves and each other.”*

*Daniel Goleman*

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*“Good is the \_\_\_\_\_ ”*

*Jim Collins*

**Philosophies of the Best Companies to Work for:**

Trust Binds Relationships

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Happy Employees = Satisfied Customers

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Get Your House in Order

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Treat Internal and External Customers Right

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Team Dynamics = Great Service

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**Bottom Line – ESI = CSI** \_\_\_\_\_

## **People Skills Matter**

15% = \_\_\_\_\_

85% = \_\_\_\_\_

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*“There is no room for bullies, those with bad attitudes, rudeness or disrespect in our company.*

*Even if I have someone with top talent, and they don’t work collaboratively, I don’t want them.*

*I would rather have a solid B team player than an A+ distraction.”*

*Barbara Smith, CEO, ROI Communications*

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## **Moments of Truth**

Make every meeting, interaction and transaction with customers and employees

**P** \_\_\_\_\_

**M** \_\_\_\_\_

**S** \_\_\_\_\_

## Communication Crushers

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_

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## Guidelines and Ground Rules

To improve workplace relationships and customer satisfaction we need to agree on guidelines and ground rules. These are the behaviors, values and communication elements that teams agree to live and work by. What “culture fit” do you want?

Sample Guidelines:

- Speak for yourself
- Suffering is your own option
- Disagree without being disagreeable
- Maintain and enhance the self-esteem of others
- Don't take things personally
- Don't interrupt
- Always follow up

What are some guidelines you might want to add to build a more positive and productive work environment?

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\*\* Remember guidelines and ground rules only work if all the staff is involved the process of developing them. \*\*

## Appreciate to be Appreciated

Exercise – List 5 positive things:

1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
  4. \_\_\_\_\_
  5. \_\_\_\_\_
- 

## It's How You Say It!

7% = \_\_\_\_\_

38% = \_\_\_\_\_

55% = \_\_\_\_\_

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## Body Language Counts!

To be more approachable, likeable and trustworthy follow these guidelines:

- S \_\_\_\_\_
- O \_\_\_\_\_
- F \_\_\_\_\_
- T \_\_\_\_\_
- E \_\_\_\_\_
- N \_\_\_\_\_

## Communication Do's and Don'ts

- #1 word people hate the most \_\_\_\_\_
- No problem
- It is what it is
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Avoid Misunderstandings

Misunderstandings cause people to become irate, lose respect, trust, cooperation and they derail relationships.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_



## **6 Keys to Get Everyone “Singing” Your Praises**

1. \_\_\_\_\_

2. \_\_\_\_\_

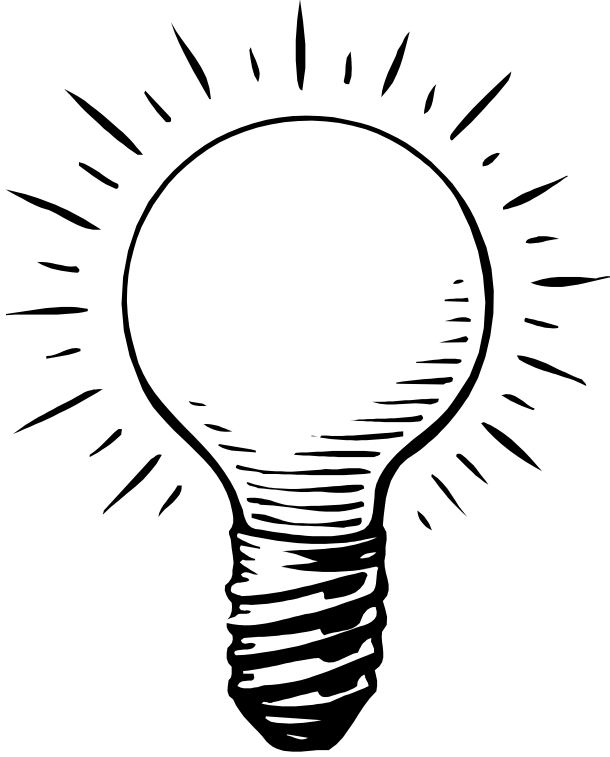
3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

## Action Plan



I learned that I \_\_\_\_\_

I re-learned that I \_\_\_\_\_

I discovered that I \_\_\_\_\_

I noticed that I \_\_\_\_\_

I was surprised that I \_\_\_\_\_

I am disappointed that I \_\_\_\_\_

Actions I plan to take:

## **Bio of Facilitator:**

**Arnold Sanow, MBA, CSP** (Certified Speaking Professional – highest earned designation by the National Speakers Association for excellence. Less than 800 CSP's in the world) works with companies, professional service firms and governmental organizations to strengthen customer and workplace engagement and relationships by improving leadership, communication, interpersonal relationships, emotional intelligence, people skills and presentation skills.

Arnold accomplishes this through keynotes, workshops, training, facilitations, coaching and consulting. He has delivered over 2,500 interactive, entertaining, engaging, thought provoking, and content rich paid professional development programs to more than 500 different types of organizations throughout the world to include law firms and associations such as Mayer Brown, Steptoe and Johnson, Skadden Arps, Trial Lawyers Association and others.

He is the author of 6 books to include, “Get Along with Anyone, Anywhere, Anytime” and “Present with Power, Punch and Pizzazz”. He is a frequent guest in the media to include the CBS evening news, ABC world morning News, Wall St. Journal, USA Today, Washington Post, Time Magazine, etc. He has been a National Spokesperson for AT&T and Intuit. He is also a former adjunct professor at Georgetown University. Arnold was recently named by Successful Meetings Magazine as one of the 5 best "bang for the buck" speakers in the USA and was named as one of the top 30 Global Gurus in communication for 2016 by HR Directors and Training Managers worldwide

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