

50 Active Ingredients for Creating Enduring Connections

Enduring Connection:

A valuable relationship, long-lasting in nature, created with intent to honor needs and sustained by choices to respect them.

Enduring connections are active in nature, created by a collection of choices of attitudes and actions which include:

- Make people your passion
- Be a Conscious Connector in building positive relationships
- Boost good feelings in others
- Communicate with care
- Engage the interest of others by focusing on what interests them
- Approach each interaction with positive intent
- Take the initiative to reach out to others first
- Project a positive presence
- Be attentive
- Express empathy
- Build trust; mean what you say, and say what you mean
- Adapt how you communicate to best serve what others need
- Act in ways that make people feel valued
- Give feedback tactfully and receive it willingly
- Create a sense of safety and openness
- Mend misunderstandings
- Keep an open mind
- Seek to understand how others see a situation
- Acknowledge and honor the feelings of others
- Monitor and master your emotions
- Hear people out
- Drop any need to “be right”
- Let go of grudges
- Manage difficult interactions with effective strategies

Greet people with a smile
Open your heart when it closes
Seek peace when others don't
Be responsive to what others want or need
Respect differences
Let words of caring and kindness work their magic
Don't take anyone for granted
Thank people for their help, their time, their service, their thoughtfulness, their caring,
and their support
Act as a catalyst to help others get what they want
Praise positive behaviors
Energize the winning spirit
Make the right choices to create the desired outcomes
Give people credit for their ideas
Express a dazzling attitude, even when it's difficult
Resolve conflicts with diplomacy
Build bridges that join; remove walls that separate
Release negative labels (of yourself and others)
Speak your truth
Accept responsibility; avoid playing the blame game
Forgive others (and yourself) for flubs, faux pas, and foibles
Light the way with laughter
Project a cooperative spirit
Express enthusiasm
Encourage the expression of gifts, talents, and personal excellence
Model the behaviors you want others to express
Handle every connection with care and keep them in good repair

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8 Keys to Creating Enduring Connections with Customers, Co-workers . . . Even Kids!*

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