

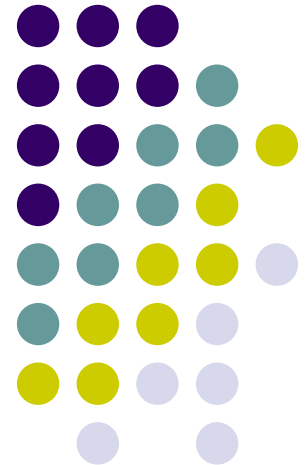
Forging Productive Relationships

***Featured Speaker: Linda Sloan
Taylor & Associates***

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How Do You Know If You Are Connecting?



PEOPLE WILL:

- Give more eye contact
- Follow directions with fewer mistakes
- Smile more
- Nod head and act more relaxed
- Talk, laugh, joke more

If People Are Not Following You They Will:



- Avoid eye contact
- Lower eyebrows
- Squint their eyes
- Sigh
- Tilt head



Handling Power Plays



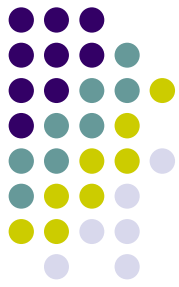
- **Keep cool**
- **Don't react**
- **Think positive self-talks**
- **Take a deep breath**
- **Think and take time before responding**
- **Think—consider the source**
- **Ask yourself—"Is it worth it?"**
- **Remember—it's a game**
- **Rise above**
- **Get support**

Conflict Management Styles



- Collaborating
- Competing
- Accommodating
- Compromising
- Avoiding





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