



“When you’re thirsty it’s too late to think about digging a well.”

# THE DNA OF SUCCESSFUL RELATIONSHIPS

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# DEFINITION OF RELATIONSHIPS

EMOTIONAL CONNECTIONS WITH:



People



Organizations/Missions



# FIRST THINGS FIRST

To maximize our engagements with others we must first engage and understand ourselves.

[www.viacharacter.org](http://www.viacharacter.org)

Leveraging your strengths and the strengths of your team allows you to strategically engage with your key stakeholders more efficiently and effectively.

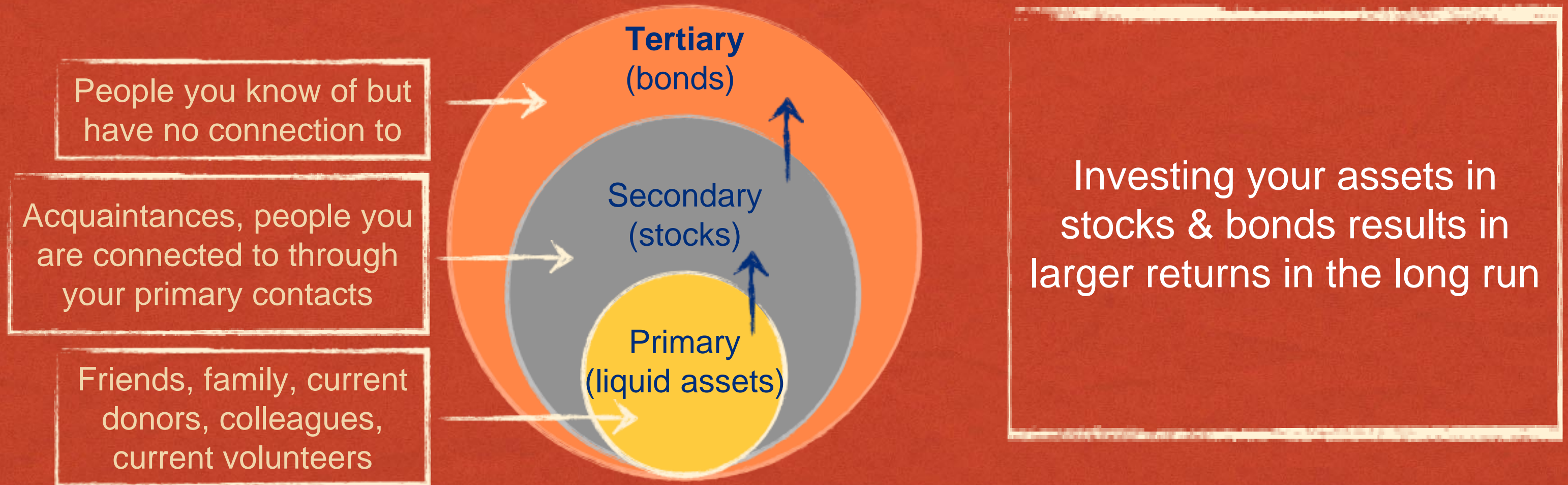
How would your life be different if... You approached all relationships with authenticity and honesty? Let today be the day... You dedicate yourself to building relationships on the solid foundation of truth and authenticity.

- Steve Maraboli





# THINK OF RELATIONSHIPS AS INVESTMENTS





# HOW DO YOU CREATE A CULTURE OF RELATIONSHIP BOUNTY?



## PARADIGM

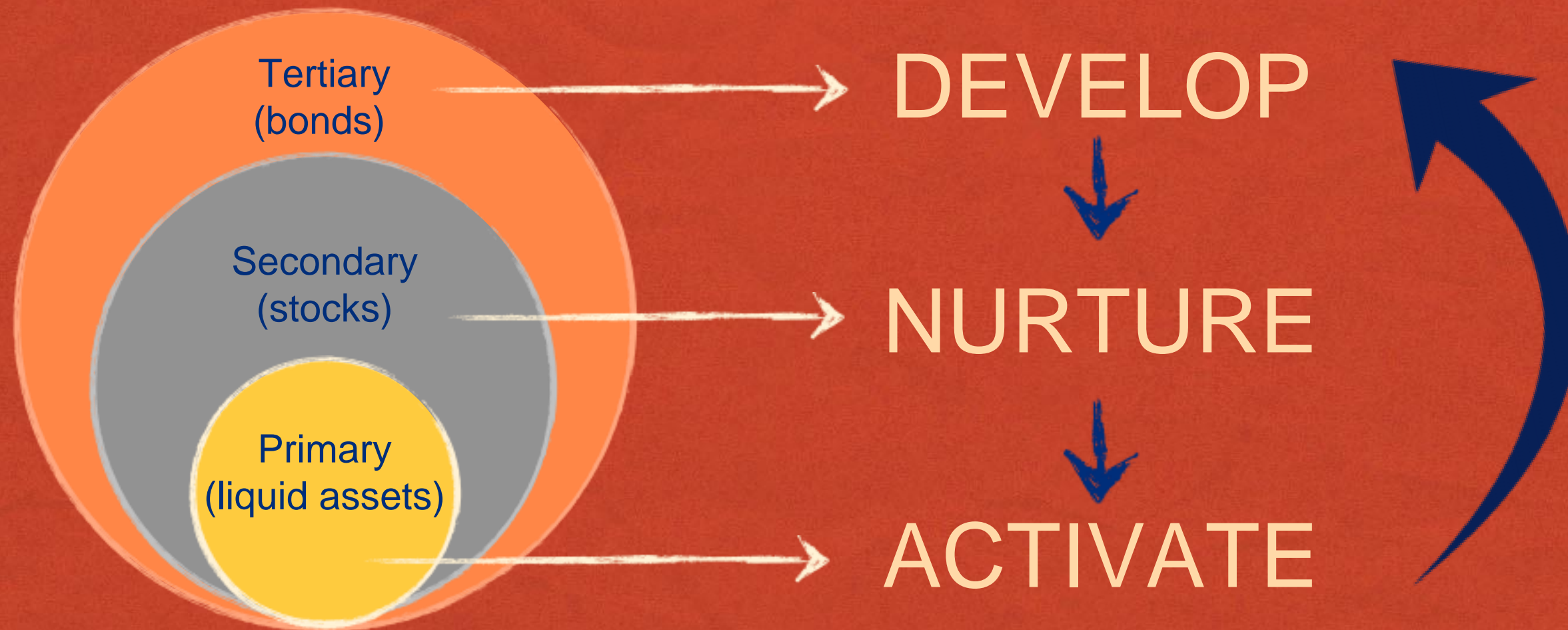
Ineffective: There is only so much, and the more you get, the less there is for me.

Effective: There is plenty out there for everyone, and more to spare.

~ *Seven Habits of Highly Effective People*



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# DEVELOP



## LISTEN & ASK QUESTIONS!!

- What did you learn?
  - Passions, interests, hobbies, family, friends, etc?
  - Unexpected information?
- How are you tracking it?
- What else do you need to know?



# NURTURE

**OBSERVE & ADAPT!!**  
everyone is different

**Nur-ture** verb: to support and encourage during the period of development; train; educate

- What types of communication does this person respond to?
- Needs/wants of this person?
- What might be this person's strengths?
- What would be a meaningful follow-up?



WHICH LOVE LANGUAGE?	HOW TO COMMUNICATE	ACTIONS TO TAKE	THINGS TO AVOID
 <p><b>WORDS OF AFFIRMATION</b></p>	Encourage, affirm, appreciate, empathize. Listen actively.	Send an unexpected note, text, or card. Encourage genuinely and often.	Non-constructive criticism, not recognizing or appreciating effort.
 <p><b>PHYSICAL TOUCH</b></p>	Non-verbal - use body language and touch to emphasize love.	Handshakes, hugs, high-fives go a long way.	Receiving affection coldly.
 <p><b>RECEIVING GIFTS</b></p>	Thoughtfulness, make them a priority, speak purposefully.	Give thoughtful gifts and gestures. Small things matter in a big way. Express gratitude when receiving a gift.	Forgetting special occasions, unenthusiastic gift receiving.
 <p><b>QUALITY TIME</b></p>	Uninterrupted and focused conversations. One-on-one time is critical.	Create special times together, have face to face meetings, plan fun activities, go for walks, grab coffee/meal.	Distractions when spending time together. Long stints without one-on-one time.
 <p><b>ACTS OF SERVICE</b></p>	Use action phrases like "I'll help...". They want to know you're with them, partnered with them.	Go out of your way to help alleviate their workload.	Making the requests of others a higher priority, lacking follow-through on tasks big and small.

Source: Adapted from Dr. Gary Chapman's Book,  
*The 5 Love Languages*



# ACTIVATE

Don't give to get  
Give to inspire others to give.

## ASK & DO!!

- Reciprocal
- Timing/Interest
- Appropriate
- Impact/Appreciation

People give (time, money, introductions) to PEOPLE!



# WHOSE INNER SPIRIT WILL YOU REKINDLE?

“In everyone’s life, at some time, our inner fire goes out. It is then burst into flame by an encounter with another human being. We should all be thankful for those people who rekindle the inner spirit.”

~ Albert Schweitzer, Humanitarian, Nobel Laureate



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