

Get Along Better with Anyone, Anytime, Anywhere!

Build Rapport, Relationships and Connect with Customers and Co-Workers

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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

"Good is the _____"

- Jim Collins

People Skills Matter

15% = _____

85% = _____

Soft Skills = _____

"Everything being _____ people deal with people they like and trust"

"Everything being _____ they still deal with people they like and trust"

- Arnold Sanow

Moments of Truth

Make every meeting, interaction and transaction with customers and employees.

P _____

M _____

S _____

Communication Crushers

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

It's How You Say It!

7% = _____

38% = _____

55% = _____

Body Language Counts!

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

- S _____
- O _____
- F _____
- T _____
- E _____
- N _____

Words and Language Count!

Be sure to taste your words before spitting them out.

- #1 word people hate the most _____
- _____
- _____
- _____
- _____
- _____
- _____

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. _____

Honest Direct Communication

- Don't keep your thoughts, ideas, feelings and reactions to yourself
- Don't let other team members know when you like or approve or something they do
- Do let them know when you are unhappy about something they say or do
- Before agreeing or disagreeing, check to make sure you understand what the other team members mean
- Encourage others to let you know how they react to your behavior and actions in the team

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:

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, associations and governmental organizations to strengthen customer and workplace interactions, 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 presentations to more than 500 different companies, associations and governmental agencies throughout the world (*Fairfax County, City of Gypsum Colorado, Kaiser Permanente, National Association of Counties, Lexus/Toyota (corporate), National Institutes of Health, Bureau of Economic Analysis, Congressional Budget Office, Homeland Security, NASA, Bristol Meyers Squibb, Cobham International, Farmers Insurance, Commodity Brokers Association, Outdoor Recreation Association, Ski Industries of America, U.S. Department of Justice, U.S. Department of the Interior, General Services Administration, Federal Bureau of Investigation, US AID, National Institutes of Health, Office of the Comptroller of the Currency, U.S. Department of the Treasury, Sigma Tau Pharmaceuticals, Office of Freedom of Information, United States Geological Survey, Drug Enforcement Agency, U.S. Marine Corps, Alcohol, Tobacco, Firearms and Explosives, SAIC, Agilent Technologies, Main Street Technologies, Soltesz Engineering, Lockheed Martin, Hess Construction, Traylor Brothers Construction, Heery International, British Telecom, National Association of Credit Management, Aspen Institute, Association of American Medical Colleges, National Automobile Dealers Association, Kaplan Learning, SEKO worldwide, American Association of Colleges of Nursing, Howard Hughes Medical Institute, National Association of Homebuilders and hundreds of others*).

Arnold 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.