

Rapid Relationship Development

For People Who Like People

Workshop Description

The Rapid Relationship Development workshop expands upon the valuable knowledge gleaned from reading “*How to Win Friends and Influence People*” by Dale Carnegie and *How to Work A Room* by Susan Roane. These classic books provide a foundation for developing long term, mutually beneficial relationships with family, friends, and business associates. Using these books as a foundation, you will explore added principles, processes, and concepts that facilitate winning friends and influencing people **rapidly**.

In business, sales and our personal lives, the ability to favorably impress people in your first encounter is extremely valuable. In this workshop, you learn how to be confident and extremely credible. You will also learn how to develop a magnetic personality. You learn how to influence people to like and respect you from your first words and actions and how to be immediately entertaining, informative, and popular.



Workshop Syllabus

Team Meeting One

In the first meeting, we:

1. Learn that acknowledgement of another is the most important first step in relationship development;
2. Form process application councils (PACs);
3. Learn how to identify and eliminate barriers to relationship development;
4. We begin to eliminate from our lives; criticism, condemnation, and complaints;
5. We learn how to use what we have in common with everyone (fears, loves, and losses) to more rapidly develop close relationships;
6. We learn about the four rapport building power tools;
 1. We learn the power of honest and sincere appreciation;
 2. Learn how to motivate through development of an “eager want”;
 3. Learn how to demonstrate the value of a mutual relationship high above price; and
 4. Learn how to rapidly identify and expand needs, wants and desires.
5. We learn how to compose: elevator speeches; 10 second, 20 second, and 30 second commercials; and One Minute Seminars.
6. We learn how compose introductory probes.

Home Learning Assignment

Read: *How to Win Friends and Influence People* – Parts 1 and 2

Write: (1) Elevator Speech (2) One Minute Seminar

Write: Introductory Probes

Research and Record: Quips (start your library); and Information about your supervisors or best customers.

Practice: Showing Appreciation, complimenting (people we know and strangers), developing an eager want, demonstrating the value of a mutual relationship, expanding needs, wants and desires.

Analyze: In your Application Diary, record the results of your practice (what worked, what did not work, what you knew, what you needed to know, and the changes you will make in the future. Record your personal barriers to relationship development.

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Team Meeting Two

To be instantly liked we need to work on our charisma, appearance, and personality. We learn:

1. That a basic element of charisma is a genuine interest in other people.
2. To really speed up relationship development, we need to instantly influence people to feel good about who and what they are.
3. To influence people we must become a “master showman” using well thought out; words, tone, body animation, and entertaining dialogue.
4. The power of the smile and how we need to influence people to smile and laugh with us.
5. That humor is the most powerful tool in relationship development. We learn, in the words of Bill Cosby:

*“You can turn painful situations around through laughter.
If you can find humor in anything, you can survive it.”*

We begin our journey to becoming effective story tellers; mastering the ability to influence laughter, joy, sorrow and even tears. We learn how important it is to remember and use the names of everyone, often. We learn how to integrate our name with others in a manner that elicits immediate and lasting friendship.

We learn how to listen with our ears, eyes, mind, and heart and to take the time to write a thank you summarizing what we heard. We learn to talk in terms of the other person’s interests and we learn about reflection. We learn that

“People like people who are like themselves.” – Michael Cannon

Home Learning Assignment

Read: *How to Win Friends and Influence People* – Part 3

Write: (1) Compelling story related to your product or service. (2) Probes (start your library). (3) Your commercials; 10, 20, and 30 seconds.

Review, Revise and Expand: Library of Quips

Research and Record: Intelligence on the people you want to influence

Practice: Giving sincere compliments, influencing people to smile and laugh, telling compelling stories

Analyze: Identify the orientation (direction) and the decision criteria category for the people with who you want to develop a relationship.

Team Meeting Three

In Team Meeting Three, Part 1, we practice our scripts on our PACs, identifying:

- What works,
- What does not work,
- What we know,
- What we do not know,
- The action we need to take to become more effective in developing relationships.

In Team Meeting Three, Part 2, we learn:

- The six categories of decision makers,
- How to present to each category type, appealing to their specific needs, wants, and desires.
- If we must argue, we must:
 - Argue from the other person’s “personal” and “emotional” perspective;
 - Show respect for the other person’s opinion and never say or imply, “*You are wrong*”.
 - Adhere to the 16 Rules of Engagement

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- The necessity of identifying the value others provide us in our journey through life.
- How to stop in our busy day and consider, emotionally and logically, the value others offer, even those who we often think as unnecessary or barriers to our goals and productivity
- How words can slap or hug. We practice replacing slapping words with hugging words. We learn about venting and practice how to control the venting so that our self-esteem remains in tact.

We practice identifying and sharing the interests of others. We learn and practice the process of developing excitement in meetings, telephone calls, letters, and e-mails.

Home Learning Assignment

Read: *How to Win Friends and Influence People* – Part 4

Write: (1) Scripts (start your library). (2) Compelling stories (start your library). (3) Communication Targets. (4) Relationship focus forms.

Review, Revise and Expand: (1) Library of quips. (2) Library of probes.

Research and Record: Hugging words and phrases and slapping words and phrases

Practice: (1) Using words that hug (2) Using, words and phrases that generate a planned emotional reaction. (3) allowing others to vent. (4) Controlling your emotions and venting only when, and to whom, it is appropriate.

Analyze: The impact of your words and phrases.

Team Meeting Four

During Team Meeting Four, Part 1, we practice our quips, scripts, and probes, on our PACs. This is where we realize the impact of humor and personal charisma on developing relationships.

In part 2, we learn how to;

- Establish trust and credibility
- Convey sincerity and integrity.

In Team Meeting Four, Part 3, we learn and practice;

- The process of influencing other people to feel important.
- How to identify and respond to each individual's "personal need".
- That everyone argues.
- How to argue respectfully, effectively and charismatically.
- Applying the 16 "Rules of Engagement".
- The importance of never saying or implying "You are Wrong".
- How to influence others to be "More Right".
- How to generate in others; a need, want, and desire to be on our team.
- How to eliminate our own "defensive behavior".
- How to disarm the defenses of others.
- "Power words" that facilitate beginning meetings in a respectful and amiable manner even when the potential for confrontation is apparent.
- How to structure our conversations in a manner that immediately establishes rapport, credibility, tone, and direction.

We practice, during Team Meeting Four, Part 4,

- Delivering humorous and compelling stories.

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- Integrating compelling stories into our conversation in order to win others to our way of thinking.

Home Learning Assignment

Read: *How to Win Friends and Influence People* – Part 5

Write: An Impact Presentation – The results of applying what you learned this week during planned and unplanned events.

Review, Revise and Expand: (1) Quips Library. (2) Scripts Library. (3) Probes Library. (4) Compelling Story Library.

Research and Record: The impact of applying what you have learned this week.

Practice: What you have learned this week at planned and unplanned events.

Analyze: What you can do to improve your application of what you have learned.

Team Meeting Five

We learn, in Team Meeting 5; we learn:

- There are no “ordinary moments”;
- How to expand our awareness, our consciousness, of everything every moment has to offer;
- How to fill the unforgiving minute with distance run and how to run much faster and much further; and
- How to set functional, emotional, positional, and academic communication targets.

We practice;

- Analyzing the content of moments.
- Setting and achieving conversation objectives.

Home Learning Assignment

Rent and view: *The Peaceful Warrior*.

Read: No reading assignment this week.

Write: Your interpretation of *The Peaceful Warrior*.

Review, Revise and Expand: (1) Quips Library. (2) Scripts Library. (3) Probes Library. (4) Compelling Story Library.

Research and Record: No research and recording assignment this week.

Practice: Setting and achieving transaction targets.

Analyze: The content and opportunities of moments.

Team Meeting Six

Team Meeting Six, Part 1, begins with the delivery of humorous and compelling stories.

Using our PACs we learn:

- What works for us,
- What does not work,
- What is missing,
- What we know,
- What we need to know, and



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- How to prepare an action plan for improving, and improving our delivery of, humorous and compelling stories.

During Team Meeting Six, Part 2, we practice:

- Identifying a direction,
- Obtaining permission to ask questions,
- Asking questions in a tone of sincere interest and concern.
- Listening with our eyes, ears, mind, and, most importantly, our heart.

We learn and practice. In Part 3;

- The art of “PESing”; Probing, Empathizing, Supporting, and Concurring.
- How to how to influence others to keep their mind open.
- How to help the others come to our conclusion as if it was their original conclusion.
- How to effectively merge our minds and hearts with the minds and hearts of others.
- How to “be wrong” using the other’s argument so the other can help us be “more right” using ours.
- How to use the value of sympathy to neutralize the acid of hard feelings.
- The true power of EMPATHY.

In Part 4, we learn and practice:

- How to speak from the heart.
- The process of appealing to nobler motives.
- The valuable and difficult process of “giving up authority” by empowering others to make the decisions and then appealing to their personal need.

In Part 5, we learn and practice:

- How to dramatize our ideas with body motion, voice tone and visuals.
- How to “throw down” a challenge in a manner resulting in the other becoming a hero.
- Dramatizing our ideas with humorous or compelling stories.

We learn and practice the processes of:

- Positive reinforcement
- Using personal testimonials
- Painting the mistake free future
- Effectively using humility, support, and quiet charisma

We learn and practice:

- How to help others increase their self-esteem by taking control of our future.
- How to use another’s poor decision as an opportunity to become a hero while helping the other to save face.
- The process of seeking understanding and support.

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Home Learning Assignment

Read: *How to Argue and Win Every Time* – Parts 1 & 2

Write: Continue expanding our library of humorous and compelling stories.

Research and Record: No research and recording assignment this week.

Review, Revise and Expand: RRD Libraries

Practice: Everything we learned this week. We record the application impact.

Analyze: The power we have attained over the previous six weeks.

Team Meeting Seven

During Team Meeting Seven, Part 1, we continue to practice delivery of humorous and compelling stories.

In Part 2, we learn:

- How to praise powerfully;
- How to practice the process of radiating charisma; and
- How to continuously be “on stage” comfortably.

In Part 3 we learn and practice:

- The power of giving the other person a reputation to achieve;
- Using our words and our body language to show respect and reverence; and
- Applying an insatiable interest in the other’s interests.

In Part 4, we learn and practice:

- How to add value to the relationship through effective delivery of “wise council”;
- How to become a true diplomat.
- How to turn negative environments and negative people into learning laboratories.
- How to immediately be someone everyone wants as a friend.

We review what we have learned and we make commitments to accurately determine how these new concepts affect our ability to rapidly develop relationships. We make commitments to practice, practice, and practice the processes that help us rapidly develop relationships.

Home Learning Assignment

Read: *How to Work A Room* (Chapters 1-6)

Write: Application diary entries of what works, what does not work, what is missing, what we knew and applied, and what we think we may need to know more about. Also record the actions you will take to improve your application of what you have learned over the previous seven weeks better.

Research and Record: No research assignment for this week.

Practice: Everything we have learned over the previous seven weeks.

Analyze: The impact we have achieved performing rapid relationship development.

Schedule: Your first out-of-program PAC coffee shop meeting..

Team Meeting Eight

Team Meeting 8, Part 1, is where you will present how what you have learned has impacted your life over the previous 7 weeks. From your PAC you will receive advice on how to improve your public speaking presence and persona.

How to Work a Room – Get Ready.

You will learn and practice, in Team Meeting 8, Part 2:

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Rapid Relationship Development - Course Description

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- Identifying and eliminating roadblocks to working a room.
- Setting GOMPs (Goals, Objectives, Missions and Positions) for every event,
- Sizing up a room.
- How to further expand your awareness of the moments and opportunities that occur at weddings, network meetings, conventions, conferences, cocktail parties, trade shows, and while riding on public transportation (trains, planes, buses and boats).

Home Learning Assignment

Read: *How to Work A Room* (Chapters 7-10)

Write: GOMPs for events you plan to attend. Your presentation, using some of your quips, scripts, probes, and compelling stories, of your experiences attending planned and unplanned events.

Research and Record: Attend events and afterwards record what worked, what did not work, what was missing, what you knew, what you believe you need to know to be better, and what action you will take to improve your applications of the concepts of rapid relationship development.

Practice: Achieving GOMPs at the events you attend.

Analyze: The impact of practicing what you have learned this week. How successful were you in applying the concepts of working a room.

Team Meeting Nine

In Team Meeting 9, Part 1, you will make your “Impact Presentation” sharing your experience about the events you attended during the previous week. You will wow your PAC.

In Part 2, you will learn how to improve your productivity in network meetings, conventions, conferences, and trade shows. You will share with your PAC your event schedule for the coming week.

In Part 3, you will learn how to immediately become the life of the party while traveling on trains, planes, buses and boats.



In Part 4, you will learn about the metaphysical power you have achieved over the previous 8 weeks and how to use that power to achieve worthwhile ideals. You will learn how to share what you have learned with others effectively.

Home Learning Assignment

Read: *How to Work A Room* (Chapters 11-14).

Write: An Impact Presentation covering the events you attend this week. An Impact Presentation covering what you have learned over the previous 9 weeks and how it has affected your life. A Continuation Plan for continuing to hone your rapid relationship development skills.

Research and Record: Attend events and afterwards record what worked, what did not work, what was missing, what you knew, what you believe you need to know to be better, and what action you will take to improve your applications of the concepts of rapid relationship development.

Practice: Achieving GOMPs at the events you attend.

Analyze: The impact of practicing what you have learned over the previous two weeks. How successful were you in applying the concepts of working a room.

Team Meeting Ten

It's all you! You will present your Impact Presentations and your Continuation Plan.