

Building Relationships That LOVE You Back

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"Welcome to my world full of LOVE – I got this!" Toni Blake

Benefits of Building a Loyal Resident Culture

- Loyalty builds personal pride in their community
- Respect & Cooperate with management policy
- Support efforts to improve the community
- Serve as an advocate for management
- Post positive online comments & reviews
- Refer their friends
- Recertify and stay longer
- Engage in community activities and socially responsible causes

I AM the creatOR – Build your I AM LIST

I AM Grateful

I AM Happy

I AM Cooperative

I AM Agreeable

I AM StressFREE!

Relationship Equity.

Do you have a positive balance?

Are you overdrawn?

TEAM HUDDLE: Make a JOY List

Resident Relations are built moment-by-moment

Beginning with the first contact, meet with your team and see how you can spark JOY in your resident relations. Example: Do Something NOW!

TEAM HUDDLE: Trustworthiness

How can we be more trustworthy?

- BE PRESENT
- Keep our word
- Do the right thing when no one is looking
- Don't over promise
- Answer only when we know (no guessing)
- BREATHE before we speak
- Address emotional DRAFT emails to ourself

Notes

TEAM HUDDLE: Respect

How can we show respect?

- Stand up when people enter our office
- Eye level contact
- Use their name / Get the right spelling
- Repeat their name when you address them
- Take notes / don't ask people to repeat themselves
- Keep you word!

Everyday Impacts of Loyalty

1. Great Listening Skills or Poor Communication Skills
2. Emotional Intelligence or Overreacting & Emotional Responses
3. Clear Communications or Misunderstanding
4. Solutions Minded or Learned Responses
5. Team Dynamics or Resident Dynamics

We teach people how to treat us!

The Law of Equal Exchange – If I . . . would you?

Learn polite ways to say NO.

Thanks, you for stopping, however, _____

I appreciate you letting me know, _____

That's important to me, however, _____

Listen, you don't always have to solve the problem.

Find a safe place to VENT!

Ten Tips for Improving YOUR Listening Skills

1. *Stay Focused*
2. *Detect Emotions*
3. *Ask Questions*
4. *Don't Interrupt*
5. *Don't Pre-Empty*
6. *Recap Key Facts*
7. *Pen and Paper at the ready*
8. *Say it again*
9. *Watch the Stereotypes*
10. *Be Aware of Listening Barriers i.e. distractions, prejudice, misunderstandings*

Notes

People want to be: Valued & Heard!

Do you stay on people's train of thought?

Do you let them speak their mind?

Do you change tracks and move them to your train?











Practice speaking Agreement: Yes, I agree, I understand, Yep, Absolutely, Positively, tell me more . . .

Let's go build relationships that love us back!

#WEARENationalChurchResidences!

#StrongerTogether

#WeGOTthis

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Tip 6  Recap Key Facts	Tip 7  Pen and Paper at The Ready	Tip 8  Say it Again	Tip 9  Watch the Stereotypes	Tip 10  Be Aware of Listening Barriers