

Relationship Inflection Points (building trust):

There are five simple questions you can ask informally that can teach you so much about other people and make them feel important. The same applies to fellow-employees, current and prospective clients. I'm taking for granted that you are genuinely interested in other people.

Start with a phrase that puts most people at ease: *I'm just curious....*

Question # 1 – ***Where are you from originally?***

Question # 2 – (If not from here) ***what brought you here?***

(If from here) ***Have you lived here all your life?***

Question # 3 – ***Do you have a family?***

Question # 4 – ***What do you do? And/or what do you do for fun?***

Question # 5 – ***What did you want to be when you were growing up?***

Most people like talking about their roots and their history. Once you get someone started with easy questions, they'll usually find it easy to keep talking. Make note of the answers to the above questions in a special notebook. That way you can refer to some of the information in a future conversation with that person.

Many people have related to me that they were amazed with how much they did not know about their fellow-employees or their clients. The five questions gave them an easy and non-threatening way to change that and to make people feel important.

*You are special. You are unique. You are destined for greatness.
You are a Champion!*

Boaz Rauschwerger

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