

Building 3-D Relationships in a 2-D World

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Human Beings = Social Beings

- Survival of the “most communicative”!
- Our success relies on the strength of our relationships
- Being together is great!

... and then suddenly...

- Being together is impossible
- Change is forced upon us
- How do we survive?

COVID? PIVOT?



Why is this hard?

- ❑ Technology mishaps and glitches
- ❑ Unable to read body language, social cues
- ❑ Session/meeting requirements have changed
- ❑ Working with virtual interpreters
- ❑ Seeing the “Big Picture”
- ❑ Lack of training

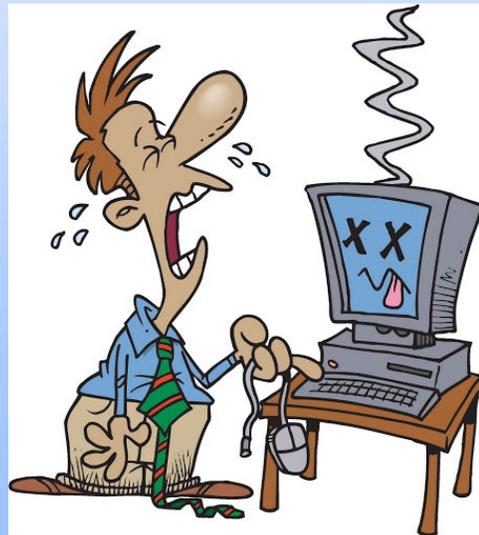


Some Good News!



Strategies:

- Technology
 - Sending handouts/tutorials
 - Offer tips and tricks (turn off wi-fi on phones, use phone audio)
 - Systematically work the problem
 - Stay calm!



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Strategies:

- Connectedness
 - Fill their bucket- build confidence
 - Open Ended Questions, Reflective Questioning
 - Listen and then listen some more
 - Don't be afraid to get personal!
 - Share stories- successes and mistakes
 - Don't forget to have a conversation
 - laugh!



Wrapping it all up...

- ❑ When tackling technology problems, it's helpful to have a handout explaining how to work the virtual platform
- ❑ Stay calm as you work the technology problem, consider all of your options to stay connected
- ❑ Tune in to facial cues in case you cannot read body language
- ❑ To strengthen your relationship, ask open-ended questions, show your genuine interest, share personal stories and build trust
- ❑ Don't forget to have fun! That's why we love our jobs!

Let's Keep the Conversation Going...

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Thank You!