

# TOP TIPS

FROM OUR LIGHTBULB MOMENTS



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## 6 PRINCIPLES IN BUILDING GREAT RELATIONSHIPS

### 1 CONSIDER OTHERS MAP OF THE WORLD

Depending on where you're standing your view point from a map is different. This also applies to peoples' views and feelings. During a conversation you may be looking from a different perspective and therefore have a different view point.



### 2 EVERYONE IS DOING THE BEST WITH WHAT THEY HAVE

To be truly compassionate toward other people and yourself, believing that everyone is doing the best with what they have gives you grounds to open communication. This doesn't mean they can do whatever they want, boundaries are an important part of relationships, to know what is and is not acceptable means you are working from a win/win environment.



### 3 WE ALL DISTORT, DELETE AND GENERALISE

There are millions of pieces of information coming at us all the time. To prevent overwhelm we ignore some information entirely and change some so it makes sense to us. The challenge is that we don't all distort or delete the same information.



### 4 PEOPLE ARE NOT THEIR BEHAVIOURS

55% of our communication comes from our body language. We all read body language and often we do it unconsciously. This becomes an issue when it is misunderstood or misinterpreted.



### 5 THERE IS ONLY FEEDBACK

Be aware that your communication is measured on how it is received not on how it is sent. If your message is misunderstood or misinterpreted, this is more about how it was sent and less about how it was received.



### 6 THE ONLY PERSON YOU CAN CHANGE IS YOURSELF

Even the most proficient negotiators are not able to make someone do something unless they want to, we can influence and persuade and support others to change, but we are unable to force them to become something they are not.

