

## Getting to the HEART of Quality Connections

Excerpted from *Get Along with Anyone, Anytime, Anywhere--8 Keys to Creating Enduring Connections* by Arnold Sanow and Sandra Strauss

**N**o question about it—the ability to be on someone’s wavelength, to be in tune with each other’s needs, and to clearly communicate ideas is the lifeblood of quality connections. To create them, you must take care to constantly monitor the quality of your communications.

Good communication is a balance of honoring your own needs as well as the needs of others. Building and maintaining positive connections means getting to the heart of what people want and need, as represented by the acronym HEART. These qualities help to cultivate respect, and build positive and productive relationships by respecting our mutual needs to be:

- **Heard and honored.** We want to be heard and to have our ideas and feelings honored. When others are attentive and truly listen to our thoughts, opinions, and feelings, and seek to understand our perspectives, we feel validated. Being heard and honored provides a supportive, compassionate environment in which we feel safe to express our truth.
- **Encouraged and empowered.** We want to feel encouraged and empowered in our relationships, not discouraged and drained. Encouragement is fostered through an atmosphere of supportive connections and builds confidence in our capabilities, sustains us through challenges, and helps us to achieve our personal goals and desired outcomes. We’re empowered within the flow of positive energy which enhances the expression of excellence in our attitudes and actions.
- **Appreciated and accepted.** We feel valued when we’re acknowledged for our time, energy, creativity, talent, and other contributions; showing appreciation boosts positive feelings in others and helps create positive environments. We also want to be accepted as unique individuals, which includes being respected for our personal beliefs and values.
- **Respected and recognized.** Respect is an attitude communicated through verbal and nonverbal behaviors, which is extended and maintained through positive communication patterns. We also want to be recognized for our contributions of time, talent, energy, and other resources which nurture healthy self-esteem.

- **Trusted and treasured.** The ability to trust others is critical for establishing and sustaining relationships of integrity. We trust the individuals, businesses, and institutions that consistently uphold their commitments. We also want to feel treasured for who we are and what we bring to a relationship.

These qualities help to produce positive work and living environments, enhance credibility, inspire cooperation, encourage effort, and more—all vital for creating, solidifying, and maintaining enduring connections.

Arnold Sanow and Sandra Strauss are coauthors of *Get Along with Anyone, Anytime, Anywhere--8 Keys to Creating Enduring Connections*, Morgan James Publishers. Sanow and Strauss are communications experts and speakers who maximize individual and business performance. Visit [www.GetAlongWithAnyone.com](http://www.GetAlongWithAnyone.com)

## How's Your "Get Along" IQ?

Rate yourself on a scale of 1 to 5 on the statements below:

- 1-Never
- 2-Almost never
- 3-Sometimes
- 4-Almost always
- 5-Always

How often do you ...

- Listen to others attentively, even when you disagree?
- Boost good feelings in others?
- Project a positive presence?
- Express a positive attitude even when it's difficult?
- Give people credit for their ideas?
- Resolve conflicts with diplomacy?
- Treat others with respect even when you find it challenging to do so?
- Honor differences of opinion and keep an open mind?
- Act as a catalyst to help others get what they want?
- Accept responsibility for a mistake you've contributed to or caused?
- Adapt how you communicate in order to be most effective in relating to the needs of others?
- Seek to understand how others see a situation?
- Provide ample opportunity for people to air their grievances or concerns?
- Give feedback tactfully and receive it willingly?
- Work to find the best possible solutions for all parties involved when disputes arise?
- Model the same behaviors you want others to express?
- Seek to respond to what others want or need?
- Master your emotions when angry or frustrated?

- Create a sense of safety and openness?
- Keep current as to what's important and valued by others in every arena of your life?
- Act in ways that make people feel valued?
- Drop any need to be right?
- Let go of grudges?
- Keep your commitments or promises?
- Communicate respect in everything you say and do?

**Scores:**

90-100: You're a Get Along guru!

80-89: You're using some excellent connection strategies, but you're missing some important connecting cues.

70-79: Being responsive to others is music to their ears! Explore more ways to connect to what others want, need or value.

69 and under: Pump up your Get Along Power! You may find yourself often frustrated from misunderstandings, disappointments and missed connection opportunities.

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