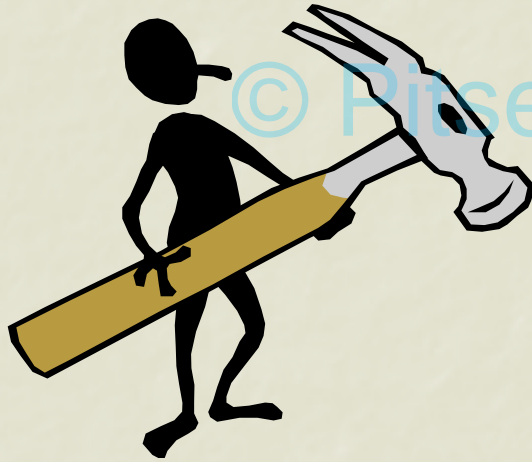


BUILDING RELATIONSHIPS AT WORK



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Some Truths I Have Learned

**In this world, it rains on the
Just and the Unjust. The
Unjusts have the Just's
umbrella.**



Some Truths I Have Learned

**Some people don't need management,
they need therapy**

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Some Truths I Have Learned

**No one gets too old to learn a new way
of being stupid**

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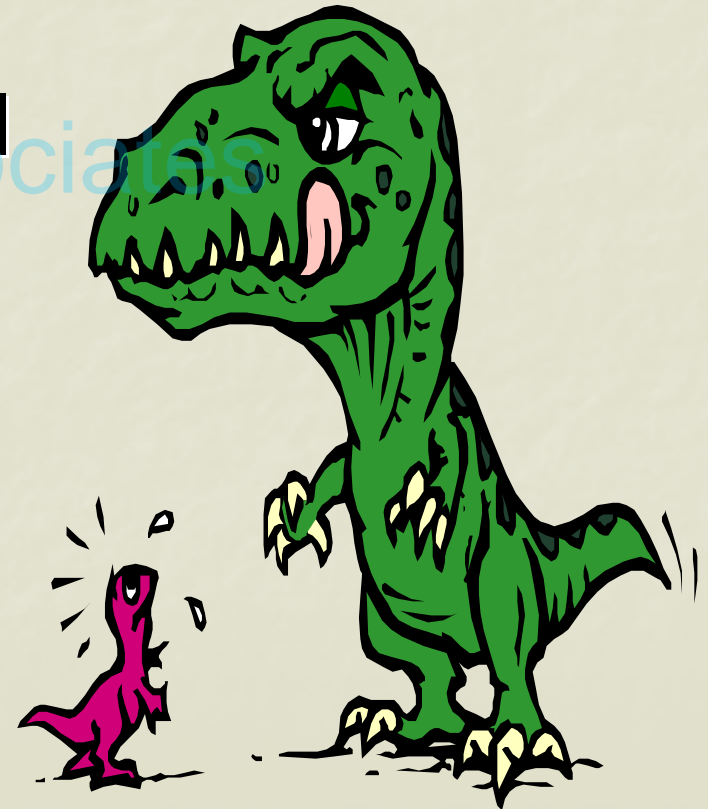
Some Truths I Have Learned

**Some of us learn from
other people's
mistakes;
the rest of us are other
people**



Some Truths I Have Learned

If you're going to tell people the truth, make them laugh or they will kill you.



Some Truths I Have Learned

Never engage in a battle of wits with an unarmed person – they will take their ignorance and beat you over the head with it.



Some Truths I Have Learned

**Life is uncertain – eat
dessert first**

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Some Truths I Have Learned

**New clinical
studies show
that there are no
answers**



New Partnerships = New Culture



Partnerships are NOT Mergers



Partners Retain Their Identity



And Their Own Culture



But Combine Their Strengths



1. Communication

**Never miss a good
chance to shut
up**

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1. Communication

The real art of conversation is not only to say the right thing in the right place, but also to leave unsaid the wrong thing at the tempting moment



1. Communication

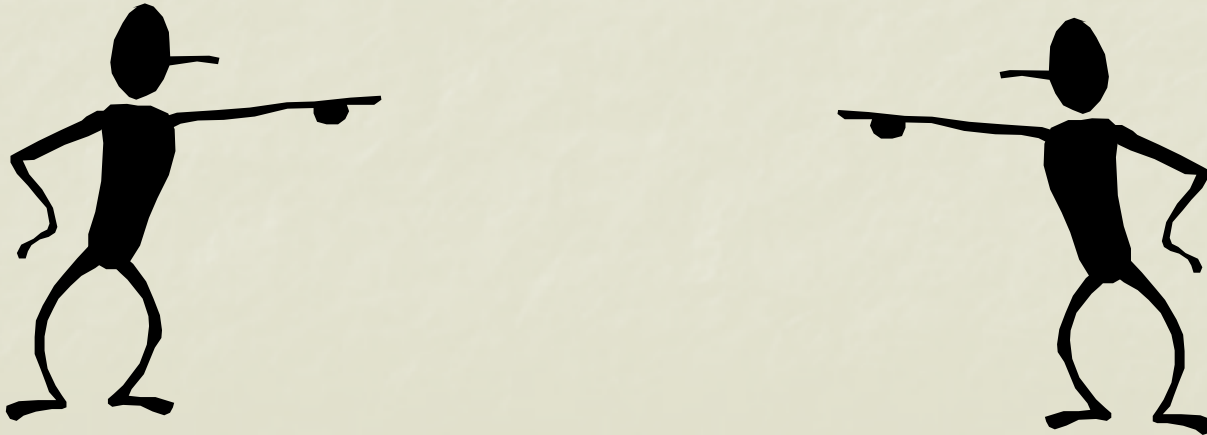
**They may forget what
you said but they will
never forget how you
made them feel**



1. Communication

Two monologues do not make a dialogue

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2. Pay Attention to Important Things

No matter what happens, somebody will find a way to take it far too seriously



2. Pay Attention to Important Things

**An ulcer is what you get
mountain climbing over
molehills**

© Pitsel & Associates



2. Pay Attention to Important Things

Pick battles that are big enough to matter; small enough to win



2. Pay Attention to Important Things

**For peace of mind,
resign as General
Manager of the
Universe**



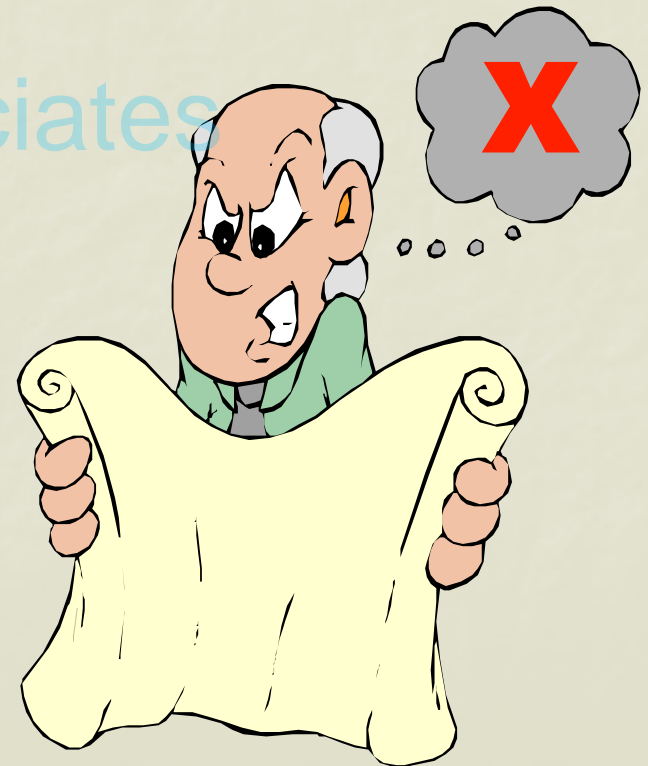
3. Develop Some Tolerance – Cut People Some Slack

All the world's a stage and most of us are desperately unrehearsed



3. Develop Some Tolerance – Cut People Some Slack

Good judgement comes from experience and experience comes from bad judgement



3. Develop Some Tolerance – Cut People Some Slack

**The art of being wise is
the art of knowing what
to overlook – William
James**

© Pitsel & Associates



3. Develop Some Tolerance – Cut People Some Slack

It may be that your sole purpose in life is to serve as a warning for others



4. Develop Some Mental Toughness

**Nobody can make you
feel inferior without
your consent**

Eleanor Roosevelt

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4. Develop Some Mental Toughness

All of us could learn a lesson from the weather - it pays no attention to criticism



4. Develop Some Mental Toughness

I always cheer up immensely if an attack is particularly wounding because I think, well if they attack me personally it means they have not a single political argument left.

Margaret Thatcher



4. Develop Some Mental Toughness

Everybody in the whole world doesn't hate you. Some of the smaller countries are neutral.



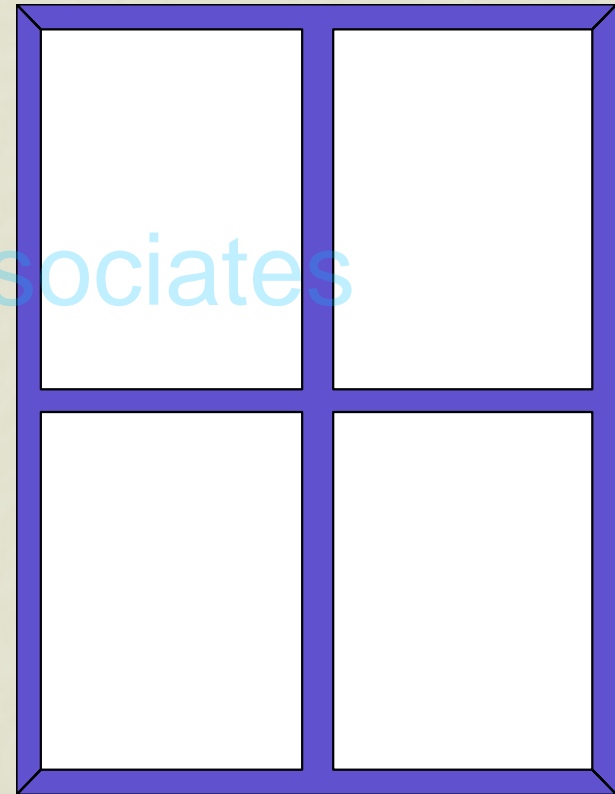
5. Take Some Risks

**You gotta dance like
nobody's watching,
dream like you will love
forever, live like you're
going to die tomorrow,
and love like it's never
going to hurt.**



5. Take Some Risks

**A window of
opportunity will
not open itself**



5. Take Some Risks

The brave don't live forever but the cautious don't live at all.



5. Take Some Risks

**If you going to
walk on thin ice,
you might as
well dance.**



5. Take Some Risks

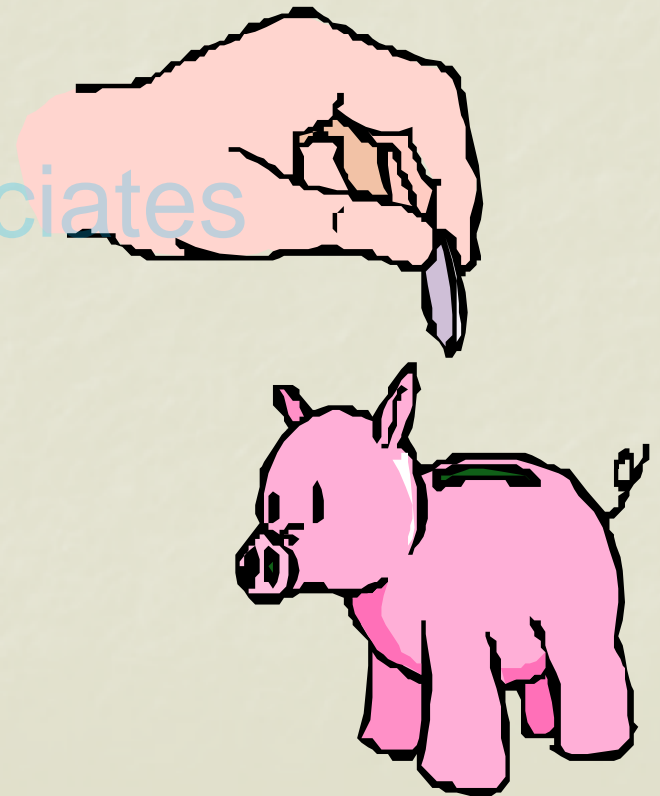
**You can't jump a
20- ft. chasm in
2 ten foot leaps.**

© Pitsel & Associates



6. Look Forward – Not Backward

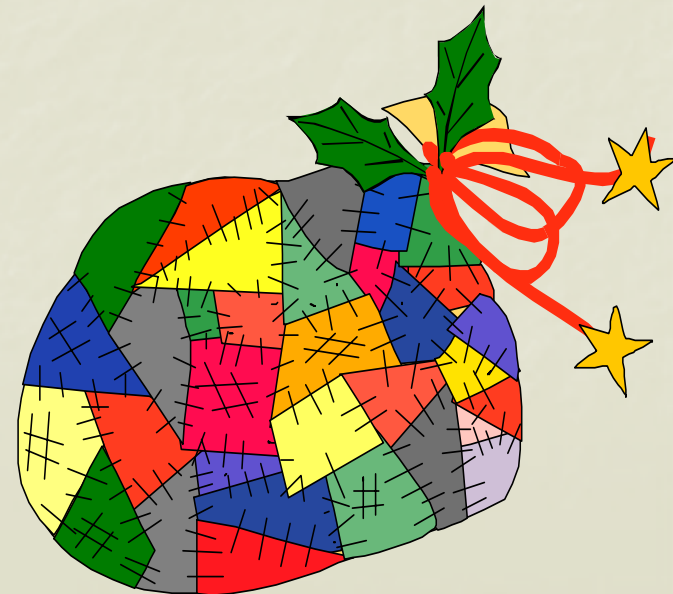
**Relationships are like
bank accounts -
need to make
deposits before
withdrawals**



6. Look Forward – Not Backward

**I use to carry grudges;
then one day I realized
that while I was
carrying a grudge, they
were out there dancing.**

Buddy Hackett



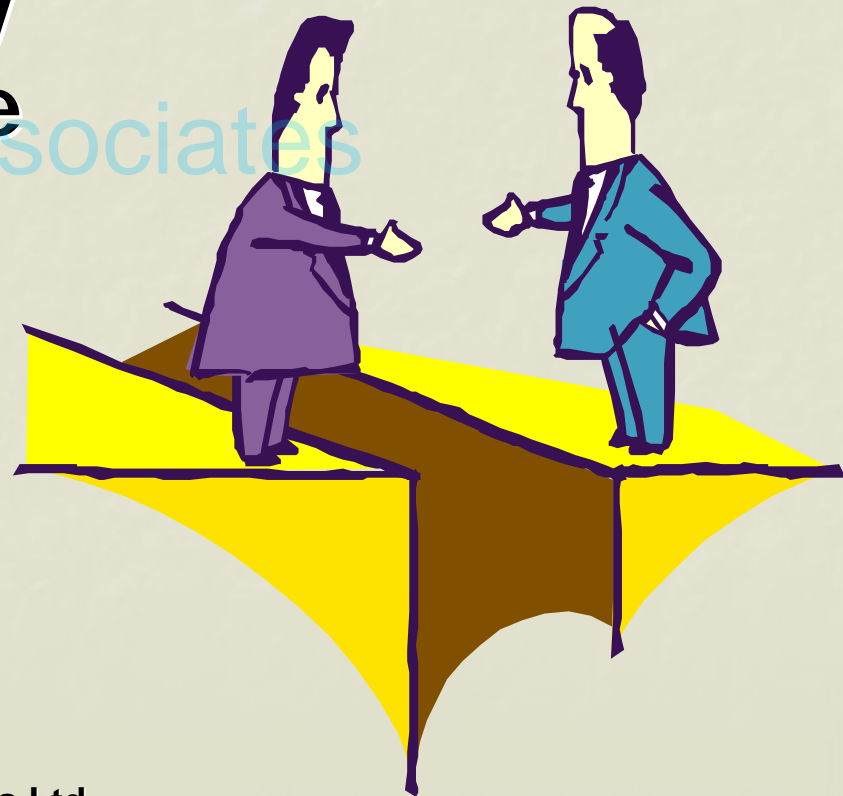
6. Look Forward – Not Backward

Always forgive your enemies - nothing annoys them so much. Besides, if we didn't have enemies, how would we know who our friends are?



6. Look Forward – Not Backward

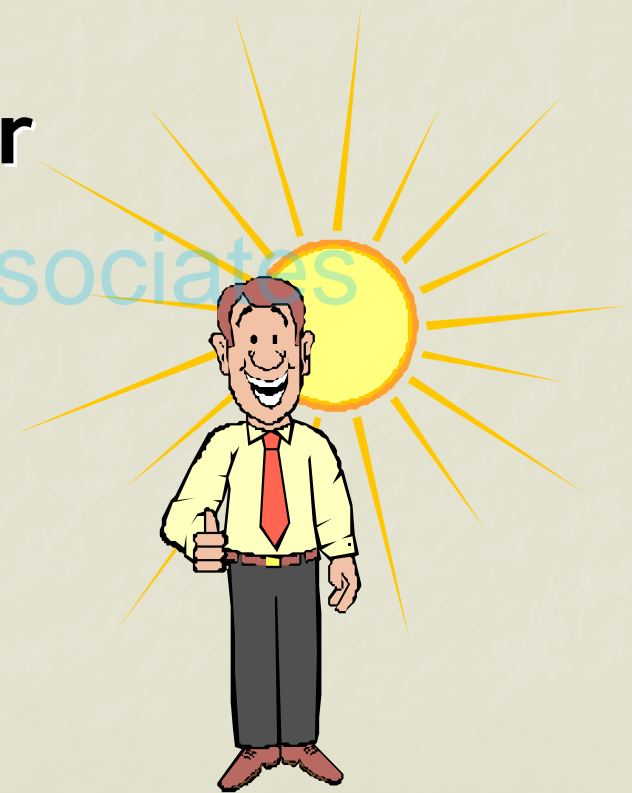
The only people with whom you should try to get even are those who have helped you.



6. Look Forward – Not Backward

**Live out of your
imagination, not your
history**

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7. Be trustworthy

The world is full of willing people – some willing to work, the rest willing to let them



7. Be Trustworthy

**Never mess up an
apology with an
excuse**

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7. Be Trustworthy

**Politicians are all the
same – they promise
bridges where there
are no rivers**

N. Khrushchev



7. Be Trustworthy

**Do what you
promise to do**

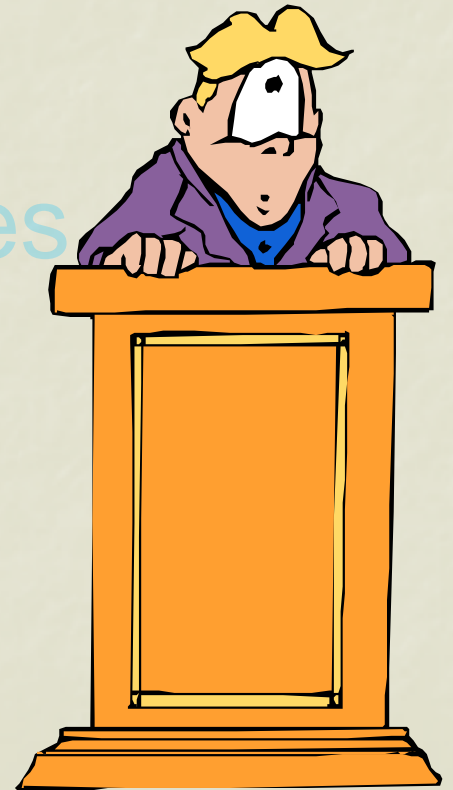
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7. Be Trustworthy

**Tell the truth -
always**

© Pitsel & Associates



7. Be Trustworthy

**Don't gossip,
spread rumours,
talk behind
others' backs**

