



JIM HARSHAW JR.

Revealing Failure as the Path to Success

Success Through Failure Podcast

Action Plan Episode #236

Jim Harshaw Jr Solo - Build Relationships and Develop Trust

We all have things we want. Usually, there are people who can help us get what we want. We want our boss to give us a promotion or our coworker to help finish a project or our mechanic to not screw us over.

How do you get more of what you want? How do you grease the skids of life so that things are just a bit easier?

By building relationships and developing trust. Sounds easy, right? Well, there are specific strategies and tactics that you can use to build your skills and maximize the effectiveness of your relationships so that you can get more of what you want in life.

Oh, and because relationships are the foundation of our lives, you'll be happier even if you didn't get anything out of the deal.

Quotes

"The way to get what you want is by helping other people get what they want." - Zig Ziglar

"If you can build relationships and trust, you can get more of what you want, whether it's the promotion at work or to get a colleague to step up and help out more with something, or a better connection with your spouse."

13 Ways To Build Relationships and Trust 03:58 - 18:45

1. Serve. This goes back to the Zig Ziglar quote. If you want something, all you have to do is help enough. Think about their needs and wants and if you can answer that question, then you can serve them. If you can help them, you can build that relationship and develop trust. And if you can help somebody, they're more likely to help you.

2. I remember back in college, there was this really likeable guy on our wrestling team. His name is Howie. Everybody liked Howie. He's just a great guy. He was always telling these funny stories and jokes, and he was always the center of attention. I always thought to be likeable, you had to be interesting and you had to talk a lot and you had to be the center of attention. But what I realized, it's quite the opposite. Howie was engaging and fun. But here's the other thing Howie did. He would show interest in you. So if you want to get people to like you, **be genuinely interested, not interesting.**

3. Showing respect, especially for people's time. Always find a way to just make it easy on people and respect their time. Make it convenient for them.

4. Follow up and follow through. You have a meeting or a conversation with your boss, a customer, your spouse, etc., about doing something. Well, actually do it. Follow up and follow through. Execute. Do what you said you were going to do. It's easy to walk out of meetings and conversations and say you're going to do this and that. And then, you go back on the treadmill of life like checking emails and scrolling through social media. That's when the follow up and follow through falls apart. You have to write these things down immediately and put them on your to-do list or calendar. Get them done.

5. Body language. If you learn how to use and pay attention to your body language, this will help you get what you want. This communicates not only to them but also to yourself. It puts you in a certain mindset. When you sit in a certain way, you're energized and comfortable. For instance, when you're energized and comfortable in a conversation, your arms are out, your legs are apart, you're taking up space, you're confident. When you fold your arms and cross your legs and close off, that also changes your body language to the other person and to yourself. That closes off the relationship and the trust. So be aware of your body language. It's not just communicating to the other person, it's also communicating to yourself, if you feel more confident, energized, open, etc. Another thing I learned several years ago is if you're sitting at your table across from somebody, if your hands are on the table. There's an expression of trust. If your hands are hidden, there's an inherent, deeply subconscious feel that something is being hidden.

6. Be consistent. For this podcast, I feel like I've gotten so many listeners because I built relationships and developed trust which helps me get what I want, which is more downloads, more listeners and to spread my message more, and to grow my

business. But it's because I've been consistent. I publish week in, week out and I'm consistently showing up with this podcast.

7. Stand up for what you believe in. Have a spine. Don't always go with the flow. So many of us are people pleasers, me included. So pay attention to that part of you. When you feel like you're starting to act [inaudible 12:36], realize that, and be mindful to that. Express your true self. This dovetails into number eight.

8. Be authentic, be genuine, be vulnerable, and be open. People know what you're feeling. They can tell if you're hiding something, so you have to open and vulnerable. There's a gentleman named Jason McKenzie way back in Episode 84. When I came across Jason, he was recording a video of himself standing by a dumpster, beside a highway, saying, 'I'm on my drive to work right now. I'm looking to grow my speaking business and I don't know what to do.' He was just pouring his heart out and I noticed my respect for him went up, not down. I actually wanted to help this guy. I thought that this guy was so awesome, I wanted to have him on the podcast.

9. We always get into debates and conflicts but if you stop and ask yourself this, 'What do I really want out of this?' Do you want to win? Not really. There's no such thing as a winner in an argument because if you win, the other person has it out for you and vice versa, and you end up with a bad feeling. There's no such thing as winning an argument. **Remove your ego.** Find common ground, find understanding and you'll build that relationship. You'll develop trust which will help you get what you want, whether in a personal or professional setting.

10. Get people to laugh. I do this in my talks now. I always start out with some kind of joke. I'm not necessarily a funny person so it has to be premeditated a lot of the times. I try to find something that's unique to that day or situation. But if you go back to Episode 226, Drew Tarvin talks about how to bring humor into the workplace and how to be funnier. I wasn't really sure of the value I was going to get out of that conversation. I would not have published it if I didn't think it was a great interview.

11. Admit your mistakes. Say, 'I'm sorry,' even if it's just a sliver of mistake that you made. Even if one percent of the disagreement or mistake that happened was yours, just admit that mistake. Take ownership. When you fail - which we all do - admit your role in that failure, even to yourself. When you're talking about building relationships and developing trust, if you can say you're sorry and admit your mistakes, your credibility is going to go through the roof.

12. Be honest. Be truthful. You always know what the right thing is to do.

13. Walk a mile in someone else's shoes. Don't judge. I got this quote from General Stanley McChrystal on one of Tim Ferris's interview. He said, 'Our enemies often have a rational position and it's very defensible. In many cases, if you put yourself on the other side of the table, you could see their position and accept for fate, you may be on that side.' These are people shooting bullets at him. This is a version of the quote, 'There but for the grace of God I go.' Don't judge people

My Top Three Favorite Steps

1. No judging
2. Admit your mistakes and apologize
3. Be interested in other people

Episodes Referred

Jason MacKenzie: <https://jimharshawjr.com/84/>

Steve Garland: <https://jimharshawjr.com/67>

Drew Tarvin: <https://jimharshawjr.com/226>

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