

# Episode 20 - Worksheet

## ESTABLISHING SUSTAINABLE RELATIONSHIPS - Building Trust and Open Communication



Date :

*"Trust is the foundation of all relationships. Without it, no communication can ever truly happen."*  
— Stephen Covey (author of *The 7 Habits of Highly Effective People*):

1. What are three basic actions or skills you can take to build trust with a new client?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

2. (True or False) Transparent communication means only sharing positive information with your clients.



3. Can you provide a personal example of how active listening helped you resolve a misunderstanding or issue?

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4. Name two key components of emotional intelligence that help in understanding and connecting with clients effectively.

- a. \_\_\_\_\_
- b. \_\_\_\_\_

5. Why is consistency in your actions, communication and sales process so important?

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6. What is one small action or gesture you can take to enhance your relationship with a customer and show appreciation for their business?

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7. On a personal basis, why would building trust and open communication in your relationships (personal & professional) be important to you?

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