

MY VIEW

Founder Wayne Fortin



IT'S ALL ABOUT RELATIONSHIPS

There are many factors which have accounted for the strength and resiliency of our organization over the years. Chief among them is our willingness and ability to build strong relationships internally and with our community partners. Our success has been and will be directly related to the relationships we establish with donors, chiefs, elected officials and each other. Strong relationships = a strong TIP.

For TIP leaders and volunteers establishing and nurturing relationships is our primary activity. It's what we do all day. We don't make things, we make relationships. These relationships include relationships between volunteers and clients; leaders and volunteers; volunteers and volunteers; and between leaders and those in the community.

When these relationships are strong, we are strong. When any one of these relationships is neglected, we are weakened.

So it's clear that the most important skill each of us in TIP must have is the ability to establish and nurture relationships. Fortunately, I believe we do a very good job of building and nurturing strong relationships. Our healthy TIP Affiliates attest to that. But we can't rest on our laurels. Building strong relationships isn't a matter of common sense, and it doesn't "just happen." It takes constant work and attention.

My hope for TIP as we grow is that all of us become Relationship Superstars. I define a Relationship Superstar as someone who when they interact with others makes them feel important, unique and gifted.

I have not yet reached Superstar status. I'm still working on it. However, I've been fortunate to know and observe Relationship Superstars over the years, and I've closely observed them. I've asked myself "how does this person communicate in a way that makes me feel so pumped up and so good about myself?" I have identified 10 phrases that Relationship Superstars use to build the rest of us...

"You are so gifted at_____."

"I love that (tie/hairdo/scarf) on you."

"You have a great (smile/laugh/attitude)."

"You can do this."

"You contribute so much to___."

"You inspire me..."

"I'll never forget when you ____."

"I'm proud of you."

"Tell me more about what you just said."

"I appreciate ____ about you."

Are these phrases simple? Yes.

Are they used by most of us? No

Everyone who is involved in TIP and who has been through our training is no doubt a good relationship builder. But if you are like me, you realize you can do better. If we all communicate like Relationship Superstars do, watch out. TIP will soar.

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