

THANK GOD IT'S MONDAY!

Roxanne Emmerich



TGIM WEEKLY AUDIO: Meet People Where They Are

**Transcription*

*Thank God It's Monday!*TM Meet people where they are. People come in all different shapes and sizes and different styles. There are the fast people and there are the slow people. There are the animated people whose hands are flying in the air and there are very stern and quiet and serious people. There are the playful people and those who don't want to be playful. All those styles are just fine. My challenge to you is to match the style of the person around you first to make them comfortable.

For example, if you have a customer who walks in who's fast moving, step it up. They want to see some fast action. That's how they'll think that you're competent. If instead, you have a slow moving customer who wants to talk about the relationship in depth, and really create an ongoing conversation that lasts some time, you'll need to take a deep breath. Bring your pace down and match them where they are.

You see people feel cared for when you match their style and we all come in different styles. It doesn't mean lose who you are it just means you have all these different styles within you. We all do. Match the style of the person next to you and you will have much better rapport with them each and every time you connect.

Enjoy matching people and meeting them where they're at.

Have a great Monday!

Roxanne

Roxanne Emmerich's Thank God It's Monday! How to Create a Workplace You and Your Customers Love climbed to #1 on Amazon's bestseller list and made the New York Times and Wall Street Journal bestseller lists—all in the first week of its release. Roxanne is renowned for her ability to transform “ho-hum” workplaces into dynamic, results-oriented, “bring-it-on” cultures. If you are not currently receiving the Thank God It's Monday e-zine and weekly audios, subscribe today at www.ThankGoditsMonday.com.

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