



LLD – Building Relationships

Lodge Leadership Development Training

Session Length: 50 Minutes

Learning Objectives:

- First Contact - (Communication, Responsibility, Impression)
- Keeping in Contact - (Timely, Professional)
- Overall Communication
- Brotherhood in Cheerful Service
- (Any Lodge Specific Information and Input)

Required Materials:

- Lined paper
- Writing utensils
- A computer or laptop
- A projector or smartboard
- An open space for the final activity

Outline of the Session:

- This session will outline the process and aspects of building and maintaining a relationship. This session is broken into four main objectives: first contact, keeping in contact, overall communication, and brotherhood in cheerful service. The session focuses on the importance of communication, responsibility, impressions, timeliness, and professionalism. Through each of the main objectives these five characteristics will show their importance, especially in relationship building and maintenance.

Trainer Preparation:

This session focuses on building and maintaining a relationship. Be prepared to begin building a relationship with your trainees. Please develop your own examples to use for the various parts of the session. Be sure to incite discussion throughout to keep everyone engaged. Where you do so is up to your preference unless it is stated in the text. You should have a full understanding of the material and resources. Most importantly have a positive attitude and plenty of enthusiasm!



Trainer Tip: Throughout the syllabus there are brief notes to the trainer in boxes like this along with quotes to read out loud or ask a trainee to do so.

Session Narrative

Introduction

5 minutes

Take a few minutes and introduce yourself, what's your name, where are you from, what's your lodge, and any other information about yourself you want to share.

Trainer Tip: This is time for you to begin forming a personal connection, you will be training the lodge's leadership to do just that and after all the best way to teach is by example.

Pass out paper and a writing utensil to everyone. Then ask them to close their eyes and picture an apple (it does not have to be an apple, but make sure it is a common everyday object that everyone will be familiar with). Next have them write down what they saw on the paper (not a picture) and pass it forward to you. Read a few aloud.

Everyone has a different perception of even the most common objects. It is important to keep this in mind when forming connections with other people, especially when meeting someone for the first time.

First Contact

15 minutes

You only get one first impression so make it effective. During every first contact, you should think of three main parts: Communication, Responsibility, and the Impression itself.

Communication

"There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts; what we do, how we look, what we say, and how we say it." –Dale Carnegie–

Communication includes not only the words you use but also how you say it, your body language, and your listening ability. The words you use have very little effect on your communication with someone, however you still should be aware of what you are saying. With that said it is more important to process how you are saying something. Whoever you are communicating with will get more from your voice, pitch, and speed



that you spoke in. Was it calm and relaxed or fast and hard to understand? They will be able to piece together what you mean or what you are trying to say by these.

What you say and how you say something is but a small portion of the conversation. As the saying goes, "Actions speak louder than words," and in this case that is facial expression and posture along with eye contact and hand gestures. These can make you come off as overly aggressive or inattentive.

The most important part of communication that influences a conversation even more than body language is your ability to listen. You need to be active listening, you cannot just listen to someone but you must be actively processing what they are saying. This allows you to continue an in-depth conversation and build a relationship with the person.

Responsibility

During a first impression or any conversation you have a role to play or a responsibility. Your responsibility in a conversation may change but in a first impression your responsibility will commonly be learning about the other person and opening yourself up to them and creating a connection. Simply be friendly.

Impression

As implied by the words "first impression" you are trying to make an impression, but not just any impression - a lasting impression. This is usually done by fulfilling your responsibility and building a lasting connection with them. This can be something as simple as finding out you both have a similar interest such as playing the same sport, or maybe you enjoy the same subjects in school. Maybe you'll even find out that he is interested in joining the ceremonial team and you can provide the last push to get him to join. A lasting impression and a simple relationship can be the difference between Johnny Arrowmen wanting to keep coming to lodge events and losing interest in the Order of the Arrow.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." –Maya Angelou-

"What makes your brand stick and tick is your ability to make it memorable." – Bernard Kelvin Clive-

Most people remember someone from when they joined the OA that they formed a connection with, someone that was a friend that kept them in the OA. Give everyone 2-3 minutes and have a few people talk about that person.



Keeping in Contact

10 minutes

Once you have made first contact it is then time to keep in contact. This relationship like many things needs maintenance and it is up to you to do just that. To maintain the relationship you have just built with Johnny Arrowmen, it is important that you are both Timely and Professional.

Timely

You should not only respect your time but also other's time. Do not waste time creating a connection if you are not going to follow it up and keep in touch with the Arrowman. Everyone's time should be viewed as precious, if you are not going to use it wisely then don't use their time, let someone else that will follow up form a connection. Along with that you should have that first impression in mind, the longer you wait to touch base with the person, the more likely they are to forget your first impression or lose interest in maintaining a relationship.

It can be useful to look at the situation like you are a businessman running your own business and you have been contacted by a client a few days ago. If you do not contact them soon they will most likely seek answers elsewhere or you will lose the opportunity to address what they contacted you about.

"The thing about information is that it is more valuable when people know it."
–Seth Godin

Professional

Although you are forming a friendship, you are still the leadership of your lodge and it is very important to maintain professionalism. You need to appear as and be someone that is reliable, accountable, and honest.

Reliability is very important, especially in a relationship of any sort. Most people want to have a friend that they can count on and that applies to a blooming relationship. Many people enjoy being around people that hold themselves accountable for their own words and actions, this goes hand and hand with being honest as it provides reason for trust, a key component of any relationship.

Looking back at our businessman scenario, timeliness is also part of professionalism and it is pertinent for a businessman to be professional and embody reliability, accountability, and honesty. This provides their business with a good reputation and in turn a leg up on the competition. While we are not worried about competition in building and maintaining a relationship timeliness and professionalism still prove their importance in relationships.

**Overall Communication****15 minutes**

"The single biggest problem with communication is the illusion that it has taken place." –George Bernard Shaw-

The Human Knot

1. Get the group to form a circle.
2. Tell them to put their right hand up in the air, and then grab the hand of someone across from them.
3. Then repeat this with the left hand, ensure they grabbed a different person's hand.
4. Check to make sure everyone is holding the hands of two different people and they are not holding the hands of someone standing beside them.
5. They must now attempt to untangle themselves to form a circle without ever breaking the chain of hands. (Set a timer and give them 10 minutes to complete the activity)

Communication

Hopefully this exercise has shown all of you how important effective communication is for even the simplest of things and that includes every aspect of leadership in the lodge and daily life. Communication does not just show its importance when meeting someone for the first time or while maintaining relationships. For a lodge to be able to work effectively it is a necessity that it communicates properly on every level of lodge leadership.

Brotherhood in Cheerful Service**1 minute**

Members of the Order of the Arrow share a common interest: scouting. Sharing a common interest with other members provides a unique experience for building and maintaining relationships that may very well last a lifetime.

Takeaway Challenge**4 minutes**

Ensure everyone has a piece of paper and a writing utensil, ask them to now take the remainder of the time to reflect upon the words you have just said and the rest of the session that preceded it and ask that they each write down a few ways in which they intend to use this knowledge in their lodge.



Appendix: Resources and Source Material

- Making a first impression, available online at <http://www.actioncoach.com/You-Have-Only-One-Chance-at-Making-a-Great-First-Impression?pressid=543>
- The importance of a first impression, available online at <http://www.briantracy.com/blog/leadership-success/the-importance-of-a-first-impression-everything-counts-personal-statement/>
- Strategies for an effective first impression, available at <https://opentextbc.ca/workinginfoodserviceindustry/chapter/strategies-for-effective-communication/>
- 3 things to be timely, available online at <http://clayburnettgroup.com/be-timely-3-things-to-keep-in-mind-when-interviewing/>
- Being timely in the workplace, available online at <https://workplacepsychology.net/2013/05/13/keeping-your-clients-informed-and-providing-a-timely-response-are-essential-to-great-customer-service/>
- 10 ways to be professional, available online at <https://www.monster.ca/career-advice/article/10-ways-to-be-professional-at-work-canada>
- Professionalism, available online at <https://www.mindtools.com/pages/article/professionalism.htm>
- Effective communication, available online at <https://www.helpguide.org/articles/relationships/effective-communication.htm>
- Communication planning, available online at <https://www.mindtools.com/CommSkill/CommunicationsPlanning.htm>
- The human knot, available online at <http://www.ventureteambuilding.co.uk/human-knot/>