

Building and Maintaining Relationships

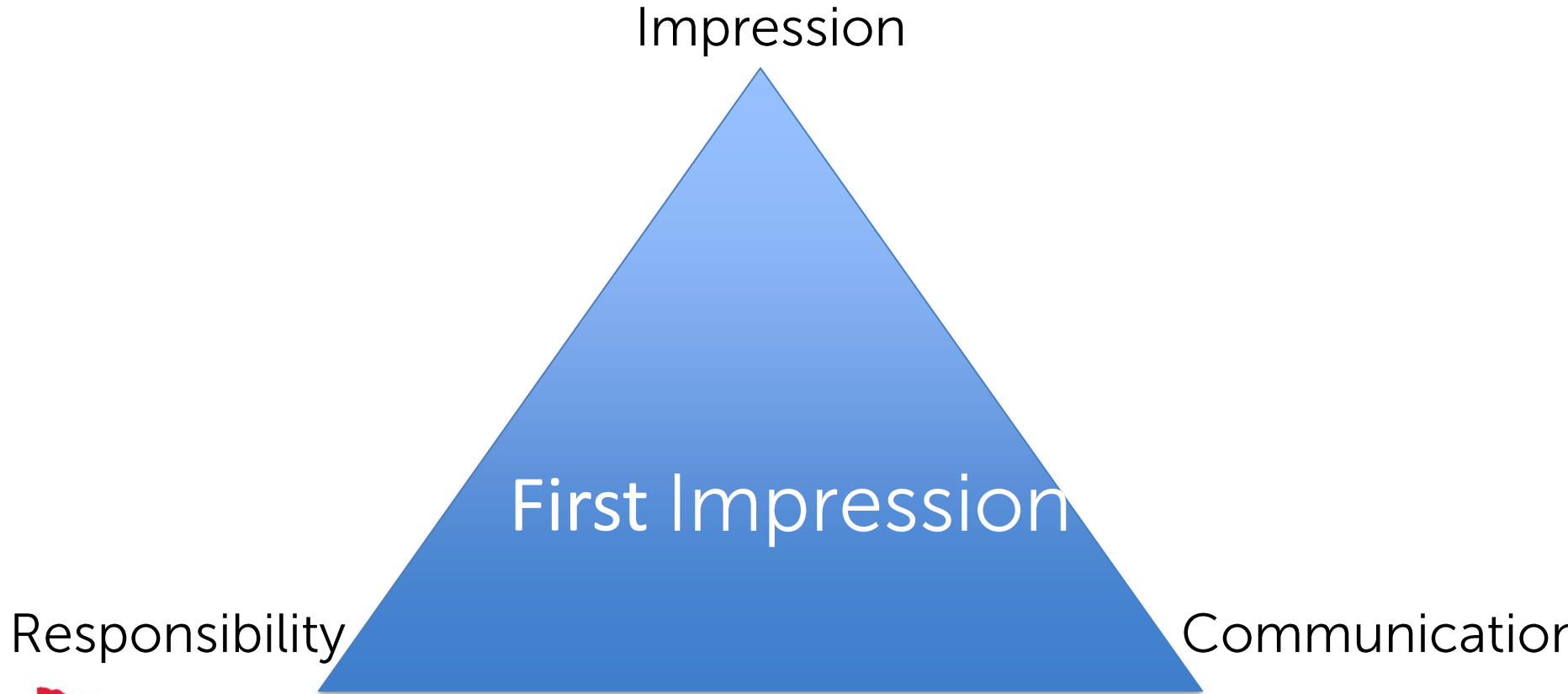
Lodge Leadership Development



BOY SCOUTS OF AMERICA®

ORDER OF THE ARROW

First Contact



First Contact

Communication

Verbal

Non-Verbal

Listening



First Contact

Responsibility

What is Your
Role?



First Contact

Impression

"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, tick, and stick is your ability to make it memorable." —

Bernard Kelvin Clive—



First Contact

Who formed a
connection with you?



Keeping in Contact

Timely

Professional



Keeping in Contact

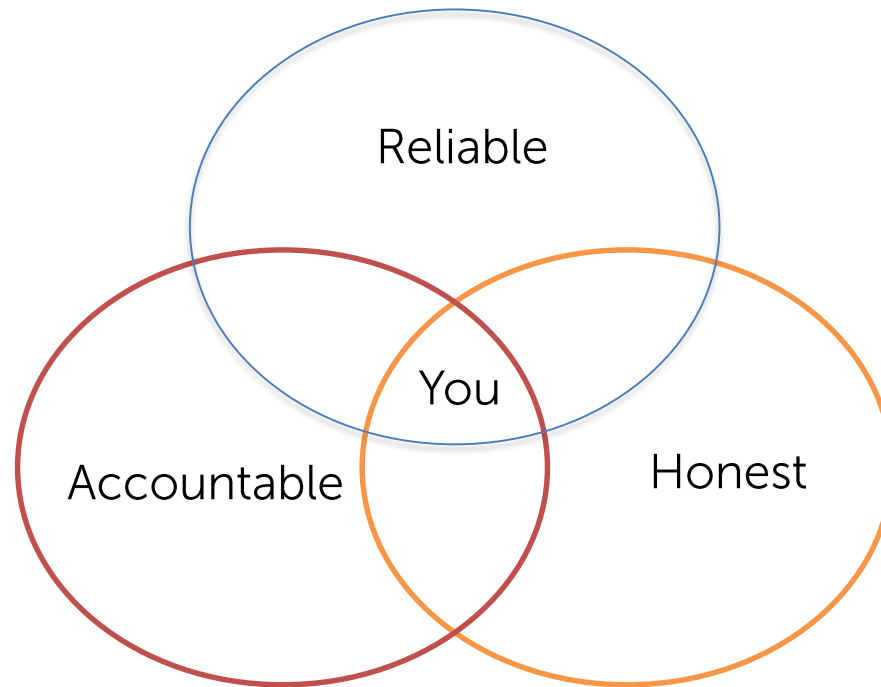
Timely

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



Keeping in Contact

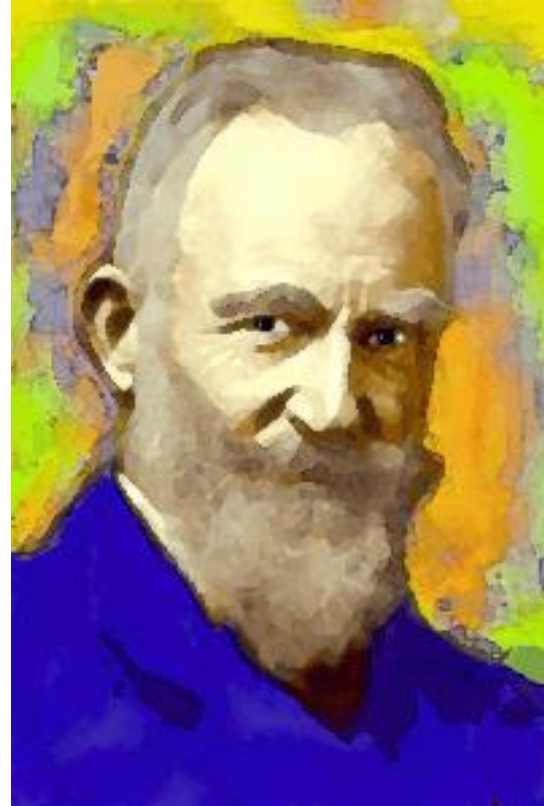
Professional



Overall Communication

"The single biggest problem with communication is the illusion that it has taken place."

—George Bernard Shaw—



Overall Communication

The Human Knot

1. Form a circle.
2. Put your right hand up in the air, and then grab the hand of someone across from you.
3. Then repeat this with your left hand, ensure you grabbed a different person's hand.
4. Check to make sure everyone is holding the hands of two different people and you not holding the hands of someone standing beside you.
5. You must now attempt to untangle yourselves to form a circle without ever breaking the chain of hands.



Brotherhood in Cheerful Service

Common Interest



Takeaway Challenge

Everyone take out a piece of paper.



Questions?



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Thank You!



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