

Owner to Owner Podcast Notes



The Steps to Achieving Relationship Intelligence

Episode #24

Summary:

Felicia Harris, Founder, and CEO of EverythingHR and EverythingHR Financial Services interview Dr. Jennifer Nash, Owner of Nash Consulting and Associates. Dr. Jennifer Nash, who has 25 years of industry and professional services experience in consulting in her work as an executive coach and leadership development expert, talks with Felicia Harris about the five strategies to build relationship intelligence.

Episode Highlights:

- Jennifer Nash introduces herself and how she got started in the business.
- How would Jennifer Nash define a relationship?
- Why is it important to have relationships in our personal and professional lives?
- What makes up a healthy relationship?
- How can we turn around a toxic relationship and make it more positive?
- How can you build a relationship with someone that you don't know very well?
- Does the environment play a role in building a mutually beneficial relationship?
- If you as a business owner know you have a toxic work environment, how can you repair it?
- What does having empathy mean and why is it important?
- Jennifer Nash defines 'active listening.'
- How do we adapt to a coaching mindset?
- What is the difference between coaching an employee and mentoring an employee?
- How do we demonstrate inspirational leadership in our workforce?
- What are the techniques to adapt to change?
- How do we establish trust?
- Jennifer Nash provides a recap and information about her upcoming events.
- What types of coaching does Jennifer Nash specialize in?
- Being an introvert just means that you get your energy from within and extroverts get their energy from being around others.

3 Key Points:

1. Research studies have shown that solitary confinement in the prison system can be equated to some forms of torture.
2. People that have a best friend at work are 7 times more likely to be engaged in their job.
3. Actively listening is when you are focused on what the person is saying, absorbing it, rephrasing it in your own words so they know they were understood. Not just planning your response while they talk.

Tweetable Quotes:

- “I like to think of a relationship as an interaction and a connection between two individuals. You could also think of it as...relationships are the threads that weave the social tapestry of our lives.” – Jennifer Nash
- “We’ve seen from research studies that infants that are deprived of their mother’s attention and care as newborns do not thrive as well as those that have compassion and love and care.” – Jennifer Nash
- “Empathy is simply being able to put yourself in someone else’s shoes and see a situation from their viewpoint. Be able to consider that it maybe isn’t just your way that is the right way or the only way.” – Jennifer Nash

Resources Mentioned

Podcast

<http://elshaddaiconsulting.net/everythinghr-owner-to-owner-podcast.html>

Twitter

<https://twitter.com/everythinghr1>

LinkedIn

<https://www.linkedin.com/company/everythinghr1/>

Connect with Felicia Harris

<https://www.linkedin.com/in/felicia-g-harris/>

Call for questions about EverythingHR: (586) 461-1400

Email questions about EverythingHR:

Support@EverythingHRFS.net

Jennifer Nash Contact Information

Email for Dr. Jennifer Nash: ExecsSuccess@gmail.com

Phone Number for Dr. Jennifer Nash: (734) 489-1206

Website for Dr. Jennifer Nash: NashConsultingAndAssociates.com

Book: [“Quiet: The Power of Introverts in a World That Can’t Stop Talking” by Susan Cain](#)