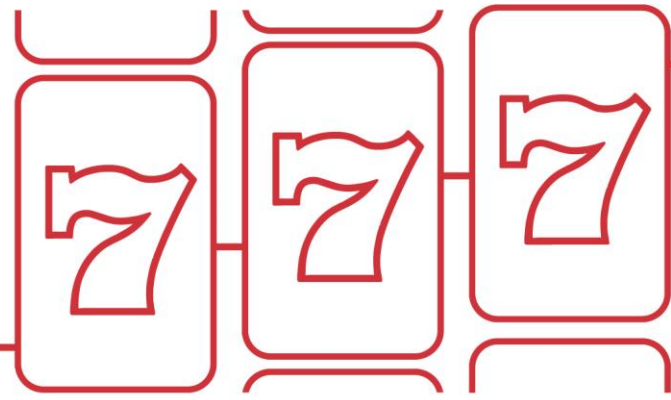


# VIRTUALLY YOURS: SEVEN PRINCIPLES OF RELATIONSHIP MANAGEMENT



TUESDAY MAY 25<sup>TH</sup> 2021

This could be titled “How To Be Human When Doing Business” and has been two decades in the making. Enjoy learning our Super Seven and getting plenty time to practise them too, with a few hundred others.

**9.00am to 9.30am: ARRIVE EARLY, REGISTER, TWEAK YOUR TECH, GIVE THE CAT A BONE**

Half an hour to settle you down, get you chatting, look for the fire exits (patio doors?) and quiz the techies.

(three warm mini cinnamon swirls, flat white with an extra shot)

**9.30am to 9.35am: WELCOME**

Managing Director Sharon McLellan: hot buttery croissant, blackcurrant jam, large mug of strong coffee.

**YOUR CONFERENCE SPEAKERS:**

Nicky Denegri: American pancakes, maple syrup, blueberries, double espresso

Michael Fleming: Scots’ porridge oats, banana, honey, latte.

Russell Wardrop: warm almond croissant, toasted shards on top, cortado.

**9.35am to 10.45am: Session One (a pyramid of pain au raisins, crunchy on the outside, minty tea.)**

1) SELF-AWARENESS IS YOUR TOUCHSTONE: Key traits, from the Cocktail Bar to the Boardroom, that the best rainmakers have (whisper it: they learned them.).

2) ACCENTUATE THE POSITIVE: Four brilliant ways to be optimistic, starting today at noon. Nobody likes a miserable bar-steward.

3) BE A CHAMELEON: Flex your style and adapt seamlessly to your environment; versatility is a high-level skill, you need to be on it.

*10.45 to 11am: Break for fifteen (Mr. Kipling Cherry Bakewells, milky Yorkshire tea.)*

**11.00am to 12.15pm: Session Two (Home-made, gooey, double choc-chip cookies, Masala Chai)**

4) BE APPROPRIATELY MEMORABLE: If you are not visible you are invisible; four ways to be remembered after you’ve gone home (I know you may be mostly home, but still).

5) MASTER MODERN MANNERS: I can hear you typing... I CAN SEE YOU TYPING! We remember personal slights for a long time.

6) GUARD YOUR REPUTATION: What do you want to be known for? Being late and dressing in the dark? It’s time to think about your reputation.

7) FOLLOW UP, KEEP PROMISES: Be assertive. Be pro-active. JFDI. Proceed until apprehended.

**12.15pm to 12.30pm: Greggs mini Yum Yums, Tunnocks teacakes, IrnBru**

*12.30pm to 1pm: NETWORK, NETWORK, NETWORK.*