

# Igniting Relationships, Virtually Speaking

*Sponsored by the Women's Council*



## Host



**Heather Staverman**  
Director of Meetings and Exhibits  
Equipment Leasing and Finance Association

## Upcoming ELFA Women's Council Events



Special presentation by Grace Killelea  
**Where Confidence and Resilience Intersect to Face and Overcome Personal  
and Professional Challenges**

Tuesday, October 27 at 2:30 -3:30pm ET

**Women's Council Virtual Reception**

Tuesday, October 27 at 4:45pm ET

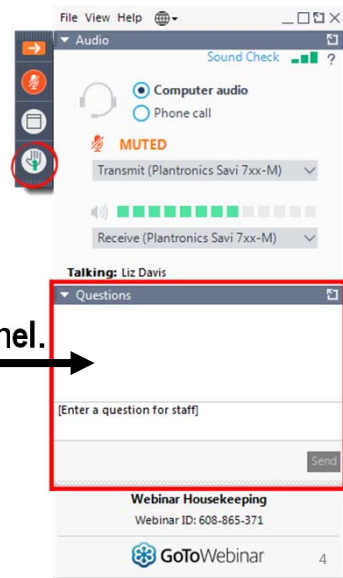
Details at [www.elfaonline.org/2020buslive](http://www.elfaonline.org/2020buslive)

## Housekeeping



Today's web seminar is being recorded.

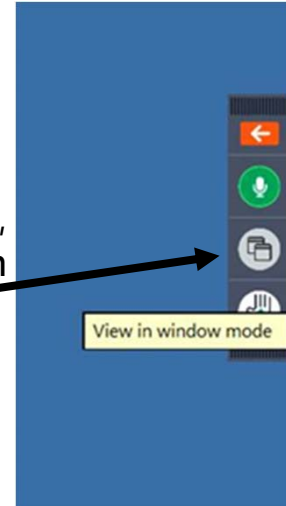
All questions should be submitted via the Questions Panel.



# Polling

If viewing the webinar in FULL SCREEN MODE, you will need to convert your screen to VIEW IN WINDOW MODE for the polling.

On your attendee control panel, the 3<sup>rd</sup> button will convert your screen



**Jennifer Fanz, Moderator**  
Chair-Elect, ELFA Women's Council  
Director of Sales  
DLL



**Rhonda Miele**  
Global Leader  
Program Manager, Commercial Academy  
DLL

# Purpose

*To ignite your interest (and share best practices) in cultivating and deepening relationships while socially distanced!!*

## Objectives

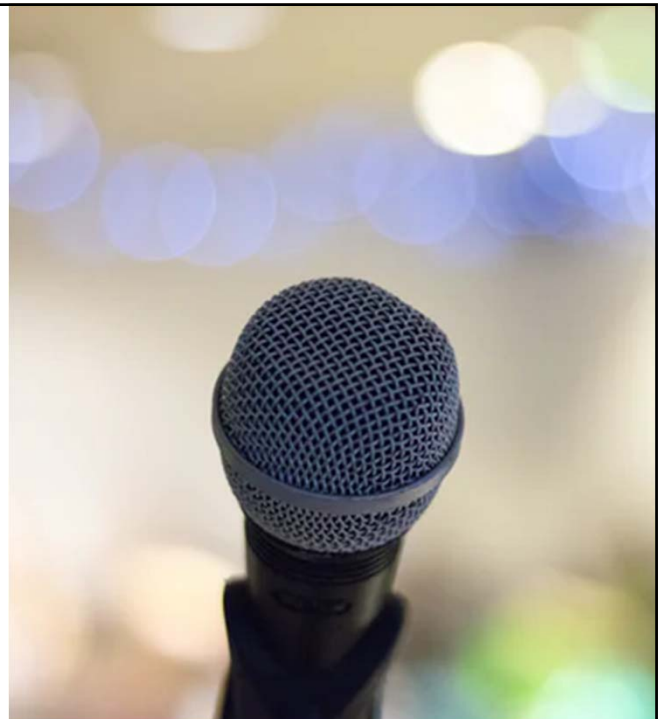
- Explore three areas key to relationship dynamics (& virtualize it!)
- Share relevant best practice experiences and insights
- Be productive and have fun!



# Let's hear from you

What is YOUR priority?

- Listening
- Connecting
- Building Trust
- Being virtual (tips)
- Other








## Keys to Listening

-  Levels of Listening
-  Listening Cues
-  Listening. Acting.

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## Keys to Connecting

-  Be Curious...like a child!
-  Be Open...Belong.
-  Create...together.

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# Trust and Trusting

## Keys to Trust(ing)



Eye 2 eye. Heart 2 heart.



Keep commitments.



Be true to you (& them).

# Bring the Bolt!





## Brain Food for the Truly Curious

[The Levels of Listening](#)

[You Don't Listen!](#)

[11 Ways To Build Solid, Strong, Lasting Business Relationships](#)

[10 Ways To Build Trust In A Relationship](#)

[Intimacy And Face To Face VS. Computer Interaction](#)



## Igniting Relationships, *Virtually Speaking*

*Thank you for joining!*

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This web seminar has been recorded and will be available, along with the slides, on the ELFA website.



To request a certificate for CPE, please contact Janet Fianko at [jfianko@elfaonline.org](mailto:jfianko@elfaonline.org).



Please complete the post-event survey – it will be sent to you shortly after today's web seminar.