Contents

Introduction	ix
This Isn't Just Another Book on Networking	ix
Expose Yourself	1
Promotional Strategy	3
Overview of Promotional Strategy for the Rest of Us	4
The Art of Shameless Self-Promotion	5
Creating a Promotional Strategy Based on Networking	6
Finding the Right Networking Events	
Design Your Own Networking Opportunities	17
Capitalizing on the Networking Gold Zone™	20
Always Be Prepared	20
Start Your Own Networking Group	21
Boost Your Exposure Through Social Networking	23
Promotional Tools	29
Crafting a Memorable Sixty-Second Commercial	29
Features Versus Benefits	33
Business Cards: Valuable Networking Currency	34
Managing Your Business Cards	
Tips and Techniques to Get The Most from Networking	39
Networking: The Gift That Keeps Earning Dividends	39
Marketing Lessons from My Dog Jazmin	41
Know Your Product, Love Your Product, Use Your Product	43
Twenty-One Ways to Stay In Front of Your Target Client	46
Marketing Yourself and Your Company	
Through Community Involvement	50
What I Learned About Business While Working for Free	52

Word Power	57
Leading Meaningful Conversations	59
Creating Meaningful Conversations: It's All About Them	61
Creating Meaningful Conversation With New People	64
So I Met Someone New. Now What?	66
Caution: Slippery Conversation	67
What If You Forget a Name?	68
The Importance of Speaking Skills	71
The Road to Speaking Confidently	73
Listening: The Most Powerful Communication Tool of All	74
Why Don't People Listen?	77
Types of Communicators	78
Understanding the Roadblocks to Communication	79
Communicate So People Will Hear You	91
Using a Multi-Dimensional Approach to Communication	92
Designing the Multi-Dimensional Communication Strategy	93
Types of Communication Vehicles	

Transactions	115
Creating Meaningful Customer Dialogue	117
Understanding Who Your Customer Is	118
Customer Service Versus an	
Extraordinary Customer Experience	119
Face Time and Revealing Questions	124
Meaningful Customer Dialogue Paves the Way for Extraordinary Stories of Customer Service	127
Exceptional People Make It Possible to	
Overlook a Multitude of Flaws	
Hospitality Takes the Chill Off a Travel Experience	131
Customers Reward a Great Customer	100
Experience With Repeat Business	133
The Value of the F Word	137
The Inevitable Confrontation	139
The Power of Being Nice	140
Feedback Isn't the Enemy — It's the Answer	140
The Benefit of Asking the Right Questions	141
Be a Sales Consultant	145
We're All in Sales	146
Buyers Want a Consultant — Not a Salesperson	146
Choose to Be a Sales Consultant	148
What If All Employees Learned to Sell?	148
Pit Bull Follow-Up	153
Keep in Touch with Customers	153
Find Places to Make Frequent Contact	
Find Reasons to Make Contact	
Making Mass E-Mail Contact Meaningful	159
Engaging Your Target Market	161
Value Is More Than Just Good Content	161
Is E-Mail Contact Becoming an Endangered Species?	162
Meaningful Content Can Cause	
Your E-Mail to Rise to the Top of the Inbox	163

Brand Equity	165
The Hard Skills Necessary for Becoming A Person of Influence	167
Your Experience and Expertise	
Set Kick-Butt Goals	175
The Unspoken Rules for Becoming a Person of Influence	187
Willingness to Maintain Personal Contact with Your Customers	188
Knowing and Living Your Calling	190
Carrying Yourself with Grace and Humility	191
Acting Consistently and Dependably	191
Defining Your Values and Living by Them Courageously	192
Speak and Live with Truth and Honor	195
Making Decisions with a Sense of Urgency	198
Acting on Requests with a Sense of Urgency	201
Adopting an Attitude of Servant-Leadership	208
Helping People Discover Their Personal Genius	209
Possessing a Genuine Interest in	
Serving Something Bigger Than Yourself	
Becoming Extraordinary Through Passion and Vision	214
The Secret to Being Attractive	219
The Law of Attraction	223
Becoming an Attractive Person through Conversation	224
Make a Powerful, Confident, and Memorable First Impression	229
Getting What You Want, Need, and Deserve	237
Making Requests with Warmth and Sincerity	237
Gratitude	238
The Chemistry of Conflict	245
Staring Conflict in the Face: What to Do When Conflict Happens	251
Resolving Conflict	254
Prayer: Not the Least We Can Do	258
Brands and Legacies: Not Such Different Creatures	261
Build the Right Brand and Your Legacy Will Come	262
What Will Your Legacy Be Worth?	
Eight Belles: The Price of Winning	
Some Examples of Lasting Legacies	
Your Legacy is Your Choice	

Exercises and Bonuses

Who Needs to Be In Your Network?	8
Building a Network That Benefits Your Current Professional Role	9
Networking Truths and Survival Tips	14
Eleven Essentials to Effective Networking	18
Create Your Own Sixty-Second Commercial	30
Networking is Not Network Marketing	45
Brainstorm Some Questions for People You'd Like to Know Better	66
The Value of Writing at the Eighth-Grade Reading Level	102
Identifying Your Customers	120
Questions That Create the Foundation for Meaningful Customer Dialogue	125
Raise the Bar on Customer Service	128
Questions That Will Provide Meaningful Feedback	142
Three Steps to Being a Great Sales Consultant	149
Follow Up on Leads You Receive	157
Expertise Inventory	169
Expertise to Develop	170
Experience Inventory	173
Experiences You Want to Have	174
Goal Worksheet	183
Professional Image and Interpersonal Skills Make a Big Impression on Customers	189
Ten Ways to Change Your World by Changing Your Point of View	
Change Your World by Changing Your Environment	
Questions for Each Stage in Life	
Mastering the Winning Attitude	231
Five Tips for Making an Organized Impression	234
Upgrade Your Appreciation	
Ideas for Showing Your Appreciation	
Conflict Resolution Formula	
Reality Check to Test Your Priorities	264

INTRODUCTION

This Isn't Just Another Book on Networking

fter devoting years of research on the art of networking, I began to ask myself, "Is this all there is?" I sensed an enormous need to connect the art of meeting people to an outcome other than building a big contact list. No one can survive on contacts alone.

Well, my search for the answer to the question brought me to a gold mine — a networking gold mine. If I took networking a step beyond the typical techniques and provided the tools to communicate more effectively, deliver an unforgettable customer experience, and build a personal brand, I could empower people to create more clients, bigger paydays, and sweeter success.

This book contains four sections focused on the objective of building lifelong business relationships:

- Expose Yourself: Building a Solid Business Referral Network Through Shameless Self-Promotion
- Word Power: Using Your Verbal Assets to Accumulate Relationship Capital
- Transactions: Delivering an Unforgettable Customer Experience
- Brand Equity: Building a Lasting Brand That Grows in Value and Leaves a Legacy

This book takes the topic of networking and turns it into the study of building lifelong business relationships. The benefit is less expense on marketing and less time spent learning the needs and interests of new customers. That equates to more profit, more energy to put into improvements with guaranteed outcomes, and more quality time in your personal and professional life to invest in things that really matter.

You can read this book from

front to back. It's designed so that each section can stand alone if you only want to read one section. Feel free read it in any order. However, if you're like me, I want to know how books end so I like to start with the last chapter. If you read the last chapter in this book, you'll understand the purpose of the whole journey — should you choose to take it — I lead you through in *Currency*. The final chapter sums up what I really believe to be so compelling about this process. Building our legacy through relationships during the course of our life will make us proud of a life well-lived.

When you dig deep into the client list you already have, you realize you are sitting on a gold mine of information and relationships from people who already have chosen to do business with you.

This isn't just another book on networking, and I'm not just another expert on networking — building lifelong business relationships is my passion, and I want you to have what I've achieved too.

Go get 'em, Tiger. It's time to dig deeper in your gold mine. More clients, bigger paydays, and sweeter success await you there.

Carrie Perrien Smith Networking Junkie and Business Relationship Expert www.soarhigher.com