

Positive Mindset

A warm, open presence invites trust.

- 1. THINK of something that brings you joy
- 2. FEEL the joy
- 3. Notify your face: SMILE!





2 Curious Mindset

Discover someone's story by being genuinely curious.

Ask QUESTIONS that reveal who they are, not just what they do

- What was most rewarding about that project?
- What do you enjoy doing outside of work?
- What is your favorite thing about working here?

LISTEN fully

• Let the thoughts come and go

RESPOND briefly

Omit unessential details (names, dates)



Grateful Mindset

Close the conversation by expressing your gratitude.

When you tell someone they helped you, they become the *hero*.



When you share that you learned from someone, they become the *expert*.



Curiosity creates connection.

Connection creates influence.

And Influence changes everything.



Lets Stay Connected

LinkedIn @MollyKetcham
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Book a Call

Or call directly: **216-870-6225**

