

Fundamental # 14- **Be Easy to Work With.**

Find ways to make working with us easier. Always be helpful and friendly. People like to do business with people that they like.

We will spend approximately 92,120 hours over a lifetime at work. Assuming that a full adult working life will be 18-67, that is a lot of time spent with people. Sometimes work can have its ups and downs. Sometimes we are personally going through something and we do not want to be bothered. We all have days like these. But I find comfort when someone smiles and says hello. Simply holding the door for someone makes a difference in a person's day even when my internal circumstances say otherwise. AAM is a melting pot of diversity and different points of views. We will not always agree with each other, however, where we can find common ground is where we can forge a relationship. How can we be easy to work with? Below are seven traits of people who mirror this.

1. **They are genuine.** People can easily warm up to those who genuinely mean well. They have no hidden agenda and what you see is what you get.
2. **They are warm.** They tend to give off an aura of kindness and they have welcoming body language. This doesn't necessarily mean that they need to be the life of the party. In fact, many of the easiest people to talk to are introverts. You can still be a warm, inviting person while being shy or introverted!
3. **They make you feel at ease.** Small gestures go along way as far as making others feel comfortable. This begins with being comfortable with yourself. People who are easy to talk to have a sense of calm about them. They have a relaxed demeanor. They are not overly aggressive with their body language or their questions. They are not intimidating or condescending. They may offer a glass of water or offer the other person a seat. They are *great* at making others feel comfortable.
4. **They are great listeners.** People who are easy to talk to are genuinely interested in what you have to say. They listen attentively and don't just listen to respond. They want to get to know you and they are interested in your story.
5. **They ask questions.** They follow up with questions to get to know you better. If you don't know this already, people enjoy talking about themselves. So, people who are easy to talk to are great at making others feel comfortable by asking follow up questions and showing a genuine interest in their lives. In addition, they ask questions that open up the conversation into new topics, keeping the conversation flowing smoothly.
6. **They're not afraid to show emotion.** People can relate to emotion. People who are easy to talk to aren't afraid to express emotion when they speak and are able to walk the line between being relatable and being inappropriate with their expression. Being vulnerable and showing how you feel about other people's situations creates mutual trust and understanding.
7. **They find common ground.** Finding common interests is a sure way to form connections and strike up an enjoyable conversation. People enjoy the company of others who share common interests and values and can generally build off of conversations from common interests.

Let me share a quote with you that emboldens this principal.

***"To be kind is more important than to be right. Many times, what people need is not a brilliant mind that speaks but a special heart that listens."* Anonymous**

I enjoy making people laugh and sharing kindness with others. Kindness is the smooth oil within the gears of day to day rigidity. I do not always get it right sometimes. We all have off days where we fail and produce just the opposite. But, I have some good news. You can start your day over to get it right. After all, we have a lifetime of hours to practice.