

## 5 IMPORTANT CHARACTERISTICS OF QUALITY RELATIONSHIPS

1

Reaching out to people, going to where they are rather than expecting them to come to us.

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2

A warm and caring welcome and doing what you say you are going to do – and if not, saying why.

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3

Helping people to identify what it is they really need.

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4

Thinking carefully about the way you listen and communicate and the choices we make when we communicate.

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5

Acting as equals and trusting each other.