



Whether in business, family, or marriage, the one factor that remains constant is that relationships shape our success. While we are taught the skills to do our jobs, we are not directly taught the skills to do relationships well. *Relationship Matters* has built a practical relational framework that helps to align your mindset and your skill set for success.

## About Carl & Susan

Carl and Susan Orthlieb are thriving in one of the fastest-pace places in the world: Silicon Valley, California. In a culture that idolizes winning, there is a systemic relational poverty that causes people to compromise on what they value the most. In their roles as high tech executives, coaches, and parents, Carl and Susan have seen how relationships are the cornerstone for true wealth.



With 30 years of marriage and over a decade of hands-on coaching experience, Carl and Susan have the know-how to be game-changers and effect positive change in every relationship.

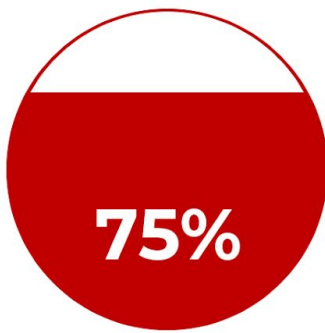
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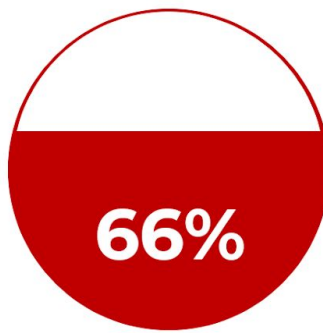
*Relationship Matters* vision is to touch every sphere of influence, worldwide, to ensure that relational success is known to all. Our mission is to equip people with practical and powerful relational tools that transform their lives and the lives of those they interact for generations to come.

# Brilliant Leadership

The problems facing today's leaders continue to grow increasingly more daunting when it comes to engaging their workforce. This is especially true in our increasingly fast-paced corporate environment that is so focused on results. This has led to issues in turnover, engagement, and trust:<sup>1</sup>



of workers who voluntarily left their jobs did so because of their bosses and not the position itself



of workers are fully engaged in their job where trust in senior leadership is a contributing factor

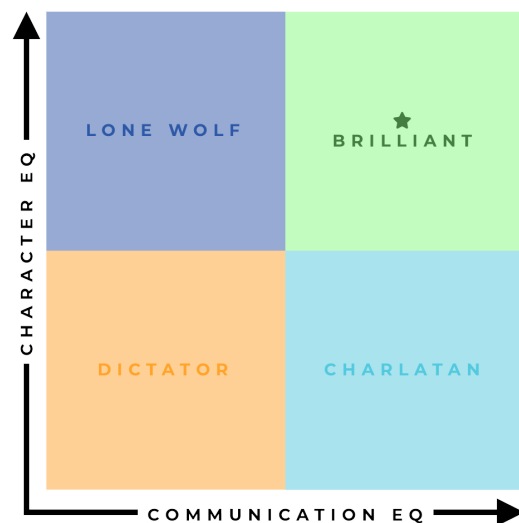


just three in 10 U.S. workers strongly agree that at work, their opinions seem to count

How can we best equip ourselves as leaders to overcome these issues and foster creativity, innovation, and growth in our teams? It has been demonstrated that building a strong emotional intelligence [EQ] as a leader is key to enabling your teams' success.

***“Emotional intelligence is the sine qua non of leadership. Without it, a person can have the best training, mind, & ideas but still won’t make a great leader.”***

**-- Daniel Goldman,  
Harvard Business Review**



<sup>1</sup> <https://news.gallup.com/businessjournal/106912/turning-around-your-turnaround-problem.aspx>  
<https://www.quantumworkplace.com/2019-employee-engagement-trends-report>  
<https://www.gallup.com/workplace/236198/create-culture-psychological-safety.aspx>

Emotional intelligence is beyond your experience, expertise, or raw intelligence (IQ). Your character must be equal to the task and your ability to communicate and connect must be superb.

In short, you must become a **brilliant leader**.

A brilliant leader has two defining qualities: a high character EQ and a high communication EQ.:

- **Character EQ** is all about understanding ourselves: what we need from others, our filter through which we process information, our driving passion and motivation, and our key character strengths. Once we know these, we can also then understand others and their character.
- **Communication EQ** is about honing the right skills that we need in order to communicate effectively. Knowing how to develop a relatable mindset and engage others in meaningful conversation to ensure understanding boosts the communication aspects of our emotional intelligence.

The good news is that brilliant leadership is not necessarily innate, it is deliberate, and can be learned. Building your relational muscle is what we are all about.

## How We Can Help

We offer webinar-based classes and workshops, on-site corporate training, off-site retreats, and individual and team coaching. We help leaders and their teams build their EQ, create and scale corporate culture, and be the best that they can be.

We can custom build an experience for you and your team from any of the modules below.

## Character EQ Modules

The following modules are designed to help you increase your Character EQ:

### The Seven Life Languages™ Introduction

There are seven billion people on the earth but there are only seven Life Languages™! In this character-based communication seminar, see how and why you respond and react to others the way you do: your filter, needs from others, passion, strengths, stressor, and leadership style.

- Personalized Life Languages™ assessment for all members of the team
- Introductory session for the team on all seven Life Languages™, their forms, filters, needs, passions, key character strengths, and distress flares

- An Executive Summary report for the leader that they can use to better communicate and manage their team

## **The Seven Life Languages™ Advanced**

Building on the introductory module, this dives deeper into the Life Languages™ and the effect in a team environment.

- Discover how communication style indicators influence the Life Languages™
- A cross-talk analysis to determine the team's predominant language and challenges in communicating one on one
- Perform a collaborative clustering exercise to identify, filter, and move the needle on serious issues that your team faces

## **Communication EQ Modules**

The following modules are designed to help you increase your Communication EQ:

### **One Relatable Mindset**

Learn how we are physically wired for communication and how that communication breaks down. Discover simple techniques to switch your relationship circuits back on.

### **The Two Agreements & Reflective Listening**

Discover the Two agreements before engaging ensure conversations are productive. The relatability of a person lies in his or her ability to listen to people and ideas. Learn how Reflective Listening can confirm understanding and break the typical cycle of conversations that go awry.

### **The Three Realities**

Most people argue from their own limited perspective. Discover the three realities that boost your ability to see the bigger picture.

### **The Four Levels of a Problem**

Treating the surface issues of a problem rarely causes it to be fully solved. Learn how to ask questions that get to the root of issues instead of just the symptoms.

## The Five Spheres of Trust & the Trust Equation

What makes up a trustworthy culture? Discover the five spheres of trust and their impact on ourselves, our team, and our company.

## The Six Responsibilities of a Leader

As leaders, we have responsibilities that determine whether our team succeeds or fails. See how each of these responsibilities impacts your decision making and leadership style.

## The Eight Factors of Real8ability

Remembering these eight factors can make a significant difference in terms of understanding, buy-in, support, and accountability in your conversations with your boss, your co-workers, and your employees.

## The Nine Levels of Connection

Employee retention and engagement can have a significant impact on your team's ability to execute. Discover how to connect more deeply with them in conversation and build a relationship-based culture.

## The Ten Questions of a Courageous Conversation

Conflicts are often avoided because conversations spiral out of control or yield no lasting results. Discover how to have a safe and productive conversation by unlocking the core of the problem, realizing the preferable future, and focusing on an agreement to ensuring buy-in with follow-through that builds trust.

## Coaching

*For Individuals, teams, or couples*

We all need a fresh perspective. Carl and Susan can work directly with you on your toughest challenges and help you be your best with your spouse, family, and coworkers. We practice what we preach and offer proven techniques that are successful.

## Offsite Intensives

In this two-day intensive, you will invest in a deeper connection and understanding of who you are and who you are meant to be. Experience practical methods to successfully navigate & enhance your most important relationships based on your

identity. Construct a compelling life model in such a way as to tap your innermost desires, talents, and gifts and embrace your true identity.

## **From Our Customers**

*"When we got to the root issue facing us, I realized that avoiding conflict was preventing us from resolving other issues as well. Very enlightening."*

-- Barbara Grimm, San Jose

*"I like the practice-oriented approach to the workshops; the coach really helped us stay on track."*

-- TC, San Jose