

# American Fidelity Titles' Insider's Edition

***“Research shows that even with the best products and business practices, you still need strong relationships to succeed in this marketplace”***

Respect is at the heart of building business relationships. It is the glue that holds together the functioning of teams, partnerships and managing relationships.

### **Business Relationships - Stages**

#### **Predictable stages: Forming, Storming, Norming, Performing.**

People are linking up to work together in all sorts of creative ways. Business relationships span a broad spectrum, from informal collaborations to formal, legal relationships (such as joint ownership of a company). With the Internet and widespread use of email, 'virtual teams' are an increasingly popular way to staff and manage projects.

Business relationships usually start out in a glow of euphoria and progress through a series of predictable stages. Many business relationships stumble or fail. Understanding the stages can help you achieve lasting and effective business relationships.

#### **Forming**

This is sort of like the 'dating phase.' When a business relationship is forming, people feel excitement, anticipation and optimism. At this stage, people are focused on the mission, vision and goals of the relationship. It's good practice to be clear about the mutual expectations. Having a written agreement about roles, responsibilities and financial issues is recommended.

#### **Storming**

In this stage, people are adjusting to working together. Storming is like 'living together' and learning to accept each other's personal habits.

As working styles are merged, people experience arguing, conflict and dissent. There can be significant disagreement and confrontation. Confrontations can be about how work is accomplished, files are maintained or clients are billed.

Differences of opinion over how things will be done should be addressed in a con-

structive way to find the 'best practices.' Failure to constructively resolve conflict usually results in the end of the business relationship.

#### **Norming**

Business relationships that make it through storming emerge into a new stage in which people begin to integrate their way of working in a cohesive manner.

Norming can be like marriage and 'settling into a long term relationship.' In the norming stage, people feel a sense of belonging and are comfortable sharing ideas and feelings and giving and receiving feedback. Norming involves moving beyond the work into enjoying each other, socializing and having fun.

#### **Performing**

At this stage, group members achieve interdependence. This means that they work well together, achieving more together than they would as individuals. The analogy for performing is "successful parenting" in which you work as a team to handle the challenges.

In conclusion, business relationships are essential to all of our success. American Fidelity Title takes great pride in our successful relationships with you—our clients! Ongoing feedback will allow all of us to perfect our relationships and provide even better service to our clients.



*Amy E. Stark*  
Chief Operations Officer  
American Fidelity Title

### **Whether its Real Estate, Mortgage or Title—it is all about Relationships.**

**Building relationships on trust and respect so that, together, we can ensure a smooth transaction for our mutual clients.**

**With that said, August's newsletter is dedicated to the theme of "Mutually Beneficial Relationships" with the hopes that together we can build a base of client referrals.**

Regards,

***"You can't build a reputation on what you are going to do."***  
***Henry Ford***

Source—Tuckman's Theory

**For more information, please contact your American Fidelity Title Marketing Representative at 954-492-5000**

**American Fidelity Title**

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The information contained herein is not intended to be legal or accounting advice

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## Want to win \$50?

Thank you for the excellent response to our July contest— Since the feedback was so positive we have decided to offer one more challenge to our readers!!

- The first two people to receive 100% on the brain teasers will receive a \$50 American Express Gift Cheque
- Please fax your response to our office at 954 492 4529
- The winners will be announced in our September Issue.

### Let's Begin...

1. What is the most frequently sung song in the English language?

Answer \_\_\_\_\_

2. What English word can have 4 of it's 5 letters removed and still retain it's original pronunciation?

Answer \_\_\_\_\_

3. How can a woman living in New Jersey, legally marry 3 men, without ever getting a divorce, be widowed, or becoming legally separated?

Answer \_\_\_\_\_

4. You throw away the outside & cook the inside. Then you eat the outside & throw away the inside. What did you eat?

Answer \_\_\_\_\_

5. What can run but never walks. Has a mouth but never talks, has a head but never weeps, has a bed but never sleeps?

Answer \_\_\_\_\_

Name \_\_\_\_\_

Phone \_\_\_\_\_

### Tip of the Month: **Property Tax Disclosure**

With the rapid escalation in property values, and the resulting rapid escalation in real estate property taxes, many buyers are getting "sticker shock" when they get their tax bill.

Because this is becoming such a common occurrence, the FAR/BAR contract, revised July 2004, has added the following disclosure:

*"Buyer should not rely on the Seller's Current Property Taxes as the amount of property taxes that the buyer may be obligated to pay in the year subsequent to purchase. A change in ownership or property improvements triggers reassessments of the property that could result in higher property taxes. If you have any questions concerning valuation, contact the County Property Appraisers Office for information."*

### AFT's 1031 Exchange Client Seminar



## Congratulations to our July Brainteaser Contest Winners!!

Grand Prize winner of \$100 Amex Gift Cheque—  
Raffle Prize—\$100 off closing costs  
Raffle Prize—\$50 off closing costs  
\$50 Amex Gift Cheque—

Chad Reidlinger, Bank of America  
Sonia Kappel, Fort Lauderdale Real Estate  
Jackie Vernon, ERA Murray Realty  
Diane Marchetti, Fort Lauderdale Real Estate

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