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# Nanny & Family Newsletter

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Volume 5 Issue 11

## Bella Bambinos Nannies

Working with Nannies & Families to a Stable, Loving Environment for our Children

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### *Moms Helping Moms...*

Rebecca Howard, understands all too well the trials faced by families seeking qualified nannies for their children. "I had been a nanny for several years, was running a successful nanny placement business and thought I knew all about what my clients wants and needs" says Howard. Then she gave birth to twins "Having my twins in 2003 really changed my whole perspective, these were MY children and now I had to find someone to care for them!"



Fortunately, Howard did not have to look far. As the founder of Bella Bambino Nannies, she had the luxury of a large pool of nannies to choose from. Still, it was no easy task. "I was filled with all the new mom emotions! I was elated, excited, nervous, afraid, filled with anxiety and also feeling guilty about leaving the twins with anyone!" Howard has said. That experience made Mrs. Howard look at her client families in a whole new light. "My clients want what I wanted, they want what all moms want, a loving, caring and experienced nanny to love their child as if they were her own".

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### *Effective Communication*

As we think about our everyday life we find most problems occur because we have failed to communicate clearly with someone. If we take a moment to think about why, in almost every case, we find that someone did not listen to what was said. This holds true in sales as well as in our personal lives.

If we are to have effective communication with each person we talk with we must "tune the world out and the person in." This action allows us to build *rapport* and *trust* much quicker with the person, to whom we are talking. The more trust between you and them, the more openly they will share information. The rapport and trust you have will only increase if you follow this simple action guide each time you communicate with people.

The following are 10 do's and 10 don'ts that will improve your listening skills and overall communication.



#### *Do...*

- Be patient
- Make eye contact
- Take brief notes of key points
- Offer nonverbal and verbal encouragement (facial expressions, head nodding, 'mm-hmms')
- Read between the lines for the emotional message - wants, frustrations, etc.
- Allow for periods of silence
- Let the person speak as long as they want
- Ask clarifying questions at the end
- Summarize what's been covered

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# ONE MINUTE IDEAS

## Web Site of the Month

Reference Desk is a free and family-friendly web site that indexes and reviews quality, credible, and current web-based resources and assists readers in navigating and extracting needed data from these resources.

[Refdesk.com](http://Refdesk.com) has been operating since 1995.

Check it out at:  
[www.refdesk.com](http://www.refdesk.com)



The Single Best Source For Facts

*Friendship... is not something you learn in school. But if you haven't learned the meaning of friendship, you really haven't learned anything.*

—Muhammad Ali



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Since February 3, 2003, the birth date of Spencer and Reghan Howard, Bella Bambino Nannies has tripled in size and now houses a staff comprised of mothers.



"We are different in the sense that we are ALL moms and we have all been through this process. We know how our parents are feeling and we want them to be happy. We are Moms helping Moms! We make ourselves available to our clients 7 days a week if needed, we provide an easy step by step process and give our clients unwavering support." The focus of the company is on quality service and customer satisfaction.

For more information, call 866-892-2181 ext 1 or Visit our web site at –  
[www.BellaBambinoNannies.com](http://www.BellaBambinoNannies.com)

Life is a series of collisions with the future; it is not the sum of what we have been, but what we yearn to be.

— Jose Ortega y Gasset

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**Don't...**

- Half-listen, filter or selectively listen
- Make assumptions about what clients mean before they say something
- Jump to conclusions
- Be too eager to talk about your solution
- Agree too readily, without hearing the customer out
- Interrupt
- Finish the client's sentences
- Daydream
- Take so many notes that you never look up
- Click your pen, tap your fingers or otherwise distract the customer or yourself

Being *courteous* and *attentive* when you are communicating with people always allows them to share more detailed information and feel good about doing so.

Practicing these tips and following an action plan for twenty one to twenty eight days will make it a *habit* for you. Once you do this automatically your sales will increase and day-to-day communication with everyone will improve.

Regardless of how well you know someone, show them you really care, actively listen "**Really Listen**" to what they say each time you talk to them.

— Source: Billy Williams, People Development Company, Silver City, NC

