

NACM'S 129TH
CREDIT CONGRESS
& EXPO
Cleveland
MAY 18-21, 2025

The Power of Curiosity

Create Influential Connections

Presented by: Molly Ketcham

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Session: #37096





Positive Mindset

A warm, open presence invites trust.

1. THINK of something that brings you joy
2. FEEL the joy
3. SMILE!



Curious Mindset

Discover someone's story by being genuinely curious.

Ask **QUESTIONS** that reveal *who* they are, not just what they do

- What was most rewarding about that project?
- What do you enjoy doing outside of work?
- What is your favorite thing about working here?

LISTEN fully

- Let the thoughts *come and go*

RESPOND briefly

- Omit unessential details (names, dates, etc.)



Grateful Mindset

Close the conversation by expressing your gratitude.

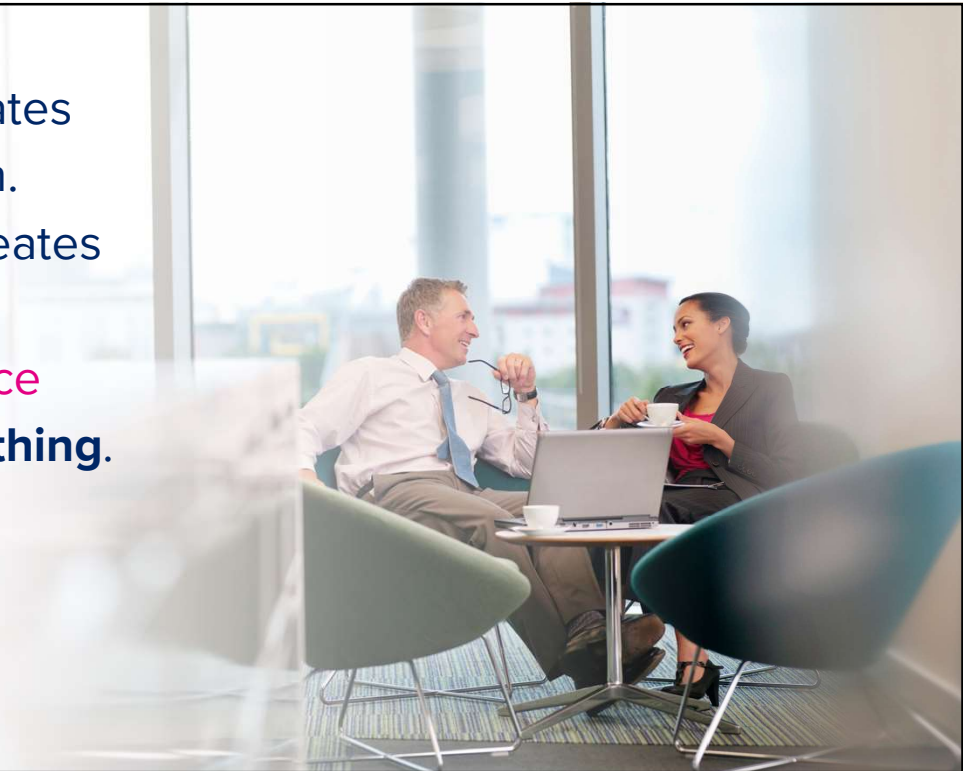
When you tell someone they helped you, they become the *hero*.




When you share that you learned from someone, they become the *expert*.

Curiosity creates connection.
Connection creates influence.
And Influence changes **everything**.

Molly
KETCHAM





Take the next step with

The Connection Lab

INQUIRE NOW!

Email
Molly@MollyKetcham.com
with the subject "Connection Lab" to sign up or learn more!

Join a six-week series of guided sessions. Choose between two tracks:
sales and leadership focus, or parenting focus.
Explore and apply techniques for **building strong relationships** using
The Curious Connector System.

Small groups meet once a week online for 90 minutes.

Professional Focus

A Positive Tone
Understand your values, motivators, and how to approach conversations.

Active Listening
Acquire skills to build trust and rapport.

Mindset for Connection
Discover how to stay open and curious to create genuine rapport.

Authentic Sharing
Learn to respond with empathy and awareness.

Meaningful Questions
Practice asking the right questions to deepen understanding.

Who Should Join?

Leaders who want to build trust with their teams.
Sales managers who want to connect deeply with clients.
Professionals who want to improve their relational skills.

Parenting Focus

Cultivate patience
by understanding the "why" behind your child's behaviors and emotions.

Nurture emotional intelligence
in both yourself and your child, creating a strong foundation for lifelong relationships.

Foster meaningful communication
that encourages openness and trust and builds self-assurance.

Apply practical techniques
to navigate challenges with confidence and connection.

Who Should Join?

The **Parent Connection Lab** is for anyone who plays a meaningful role in a young person's life. Whether you're a mom, dad, grandparent, aunt, uncle, or any caregiver looking to strengthen your bond with the children you care about, this program is designed with you in mind.

Let's Stay Connected

LinkedIn @MollyKetcham
Instagram @Molly_Ketcham

Book a Call
Or keep it simple,
and give me a call!
216-870-6225

