Build Relationships One Step at a Time

- Inspire
- Influence
- Develop
- Initiate change
- Manage conflict
- Establish teams
- Communicate
- Deliver results
Inspire

- It begins with a time of reflection about nagging questions.
- In the process of examining feelings (anxiety, confusion, and passion), a vision becomes clear which helps others to understand the larger purpose or mission.
- For inspiration to happen, the vision has to be spelled out to others in a compelling style.
- Individuals who inspire others:
  - Draw on collective wisdom of others.
  - Involve others to look at reality and ideal visions.
  - Are able to connect with people emotionally as well as intellectually.
Influence

- It is one of three ingredients of a democratic leader (Team work and conflict management are the other two.)
- Influence requires an ability to handle others’ emotions effectively.
- Individuals with a high level of influence:
  - Skillfully win people over by listening and networking with them.
  - Fine tune what they are going to say to appeal to the listeners.
  - Willingly use a variety of strategies to build consensus and support.
Develop Others

- It is a skill needed by managers who supervise others and are responsible for the growth of others.
- Individuals who have a high level in developing others:
  - Acknowledge and reward people’s strengths and accomplishments.
  - Offer helpful feedback and accurately target needs for further growth.
  - Mentor, coach, and offer tasks that challenge and foster a person’s skills.
Manage Conflict

• It requires:
  – Understanding different perspectives and finding a common solution that everyone can endorse, and
  – Good listening skills and self-control.

• Individuals who have good conflict management skills:
  – Handle difficult people and tense situations tactfully;
  – Spot potential conflict and help deescalate the situation;
  – Encourage open discussion; and
  – Work for win-win solutions.
Promote Teamwork & Collaboration

- It is modeling respect, helpfulness, and cooperation
- Both work and home are happier when conditions are met.
- When teams work well, turnover and absenteeism decline and productivity increases.
- Individuals who have strong teamwork and collaborative skills:
  - Draw all members into actual participation,
  - Build a team identity and commitment, and
  - Protect the group and share credit.
Help Others Improve All the Time!

In order to improve your relationship management skills, you want people to turn towards you, rather than away or against you.