

BUILDING WORK RELATIONSHIPS TIP SHEET

- Recognize the value of relationships at work. The better relationships you have with those around you, the more effective you will be in influencing and getting tasks completed.
- Be intentional about building relationships. If you are someone who possesses modest social needs, schedule lunches or meetings with others, with the intention of getting to know one another better.
- Focus on building trusting relationships. Trust is established and sustained by each party's willingness to appreciate the other's needs. In order to build trust four conditions must be met:
 - You must be clear about your expectations, intentions, and agenda
 - People must believe what you say
 - People must believe that you understand their interests
 - People must believe that you will protect their interests
- Demonstrate trust in others
 - Trust is reciprocal; you must trust others in order for them to trust you.
 - Give your direct reports greater latitude, authority and choice.
 - Work to establish clear boundaries on authority and autonomy.
 - Opening up and showing some vulnerable enables others to get to know you better, while also increasing their level of trust in you.
- Be accessible
 - Create opportunities for people to find you and talk about their concerns.
 - Ask people about their needs, goals and priorities. Find out what they enjoy about their work and what frustrates them.
- Serve as a role model
 - Promote fairness through your actions and consider whether your decisions treat people equally.
 - Be vigilant in protecting the interests of those who are not present or employees who do not have a formal voice in decisions that affect them.

- Admit mistakes and limitations
 - Most people will forgive mistakes of judgment, but they will not easily forgive cover-ups or mistakes caused by ill intentions.
 - Avoid exacerbating mistakes with excuses.
- Exude warmth and positivity
 - These qualities put others at ease create the foundation for a positive relationship. Further, they put people in a frame of mind that is associated with greater performance.