Building Working Relations

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EFAP Information

- English: 1-800-663-1142
- French: 1-866-398-9505
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Introductions

- My name is…
- What is your objective in attending this session?
- Do you have any specific issues you’d like to see addressed?
Agenda

• The value of strong relationships
• Relationship building tools
  – Connection
  – Communication
  – Co-operation

Objectives

• Develop increased appreciation of the value of strong relationships in the workplace
• Gain a deeper understanding of what strengthens and what weakens relationships
• Develop increased self-awareness regarding what they contribute to relationships around them
• Identify strategies for building stronger working relationships

Everything I need to know I learned in kindergarten…

• Groups of 3-4
• What strengthens relationships?
• What weakens relationships?
• What relationship challenges do you encounter?
**Relationship building tools**

**Connection**
- Establish clear boundaries
- Be genuine
- Develop empathy skills
- Forgiveness

**Exercise**

**Changing Our Connections**

1. Practice sharing your wants and needs with others.
2. Identify situations where you don't set boundaries.
3. Give back to others responsibility for their own needs and wants.
4. Set appropriate limits with the people
5. Remind yourself that setting boundaries improves relationships.
Be genuine

- Express your own truth
- Show emotion
- Accept responsibility for your feelings and action

Develop empathy skills

Empathy allows you to identify with another person and their situation

How do you develop empathy?
- When relating to others try to put yourself in their shoes.
- Avoid stereotyping and judging too quickly
- Ask questions

Forgiveness

4 Phases of forgiveness
- Uncovering
- Making a decision
- Working through
- Identifying the outcome
Relationship building tools

Communication
• Listen for content and feeling
• Acknowledge you’ve heard what was said
• Assert yourself

Listen actively

How do you listen actively?
• Summarize what the other says
• Acknowledge what the other says
• Acknowledge what the other feels
• Use his/her body language

Reveal more of yourself

Speak using the pronoun “I”
– I think that… I feel like…

Clarify your perceptions
– My view is based on …

Express your feelings
– I am disappointed that …
– I feel discouraged when …
How do you assert yourself effectively?
- Base your position on facts
- Express your understanding of the other person’s position
- Express what you feel
- Invite them to see the situation from your perspective
- Define mutual and congruent positions

Relationship building tools

Co-operation
- Encouragement
- Support
- Humility
- Humour
- Kindness
- Perspective
- Win/win

Trouble shooting relationships...
In Summary…

Working relations can improve when you:
• Build strong connections
• Establish clear boundaries
• Are genuine
• Develop empathy skills
• Foster forgiveness
• Strengthen communication skills
• Practice active listening
• Reveal more of yourself
• Assert yourself
• Utilize relationship building tools

“No one can go back and make a brand new start; but anyone can start from now, and make a brand new ending!”

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