4. Build Trust:

◊ **Avoid blindsiding:** It is most effective discuss problems, first, with the people directly involved.

◊ **Keep commitments**: In an organization, work is interconnected. If you fail to meet deadlines and commitments, you affect the work of other employees. If you can't, make sure all affected employees know what happened and offer a new due date and make every possible effort to honor the new deadline.

◊ **Share credit for accomplishments, ideas, and contributions when appropriate:** This builds trust and effective work relationships.

◊ **Be a team player:** Contribute actively to the team and the goals of the organization.

5. Avoid Negative Interactions:

◊ **Manage Your Boundaries:** Make sure that you set and manage boundaries properly – all of us want to have friends at work, but, occasionally, the efforts to maintain a friendship can negatively impact our jobs. If this happens, it's important to be clear and assertive about your boundaries.

◊ **Avoid Gossip: "**Office politics" and "gossip" are major relationship killers at work. If you're experiencing conflict with someone in your group, talk to them directly about the problem.

◊ **Avoid the blame game and take a systems approach:** While it may be necessary to identify the people involved in a problem, a systemic approach takes a broader view and asks: what about the work system caused the employee to fail?

Conflict is inevitable:
Repair is critical

Successful relationships are able to repair ruptures that naturally arise.

1. Create an environment that is conducive to successful conflict resolution, Choose a quiet, private settings.
2. Be sure that the agenda of the meeting i.e. conflict resolution is clear to all ahead of time so both parties can prepare.
3. Identify your ideal outcomes
4. Allow both parties to express their points of view and ensure that each clearly understand the viewpoint of the other.
5. Make sure that the parties tie their opinions to real data and other facts, where possible.
6. Agree on the problem together for which a solution will be jointly developed while accepting the existence of differing perspectives.
7. Focus on the issues, not the personalities of the participants. Express your own experience instead of attacking or accusing the other person.
8. Clarify the impact of their words or actions on you of which they may not be aware.
9. Explore and discuss potential solutions and alternatives.

Consult a therapist if professional help is needed.

Therapy for Individuals & Couples

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Building Successful Work Relationships

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Successful Working Relationships

Human beings are naturally social creatures – we crave friendship and positive interactions, just as we do food and water. So it makes sense that the better our relationships are at work, the happier and more productive we're going to be.

Good working relationships give us several other benefits:

- Our work is more enjoyable and rewarding.
- People will be more receptive to our suggestions.
- We are more creative and productive.
- Good relationships give us freedom: instead of spending time and energy overcoming the problems associated with negative relationships, we can, instead, focus on work and opportunities.
- Positive relationships are necessary for career enhancement and team building. —

Success in a relationship also requires conflict management skills since conflict and differences are inevitable in all relationships. Repair is needed. Repair can deepen and strengthen a relationship.

Repair is a skill and can be learned.

Some relationships can not be salvaged . In those circumstances, we may need to make difficult choices.

Characteristics of healthy working relationships

- **Trust** – This is the foundation of every good relationship. When you trust your team and colleagues, you form a powerful bond that helps you work and communicate more effectively.
- **Mutual Respect** – When you respect the people that you work with, you value their input and ideas, and they value yours. Working together, you can develop solutions based on your collective insight, wisdom and creativity.
- **Mindfulness** – This means taking responsibility for your words and actions. Those who are mindful are careful and attend to what they say, and they don't let their own negative emotions impact the people around them.
- **Respect for Diversity** – People with good relationships not only accept diverse people and opinions, but they welcome them, take the time to consider what others offer, and factor their insights into decision-making.
- **Open Communication** – All good relationships depend on open, honest communication.

What you can do to build successful relationships:

1. Be Proactive:
◊ **Listen Actively**: People respond to those who truly listen to what they have to say.
◊ **Suggest solutions to the problems:** Identifying problems without solutions is not effective.
◊ **Attend to both verbal and nonverbal communication:** Talking down to another employee, sarcasm, raising one's voice, or nasty exchanges are damaging.

2. Know Yourself:
Self awareness goes a long way in building effective and positive relationships of any kind.

◊ What are your strengths?
◊ How effective are you in "soft skills" such as collaboration, communication, and conflict resolution?
◊ How clear are you in the message that you are communicating? How receptive are you to a difference of opinion?
◊ Are you appropriately assertive ? Aggression is clearly counter-productive but if you fail to recognize your own needs in a situation, you run the risk of agreeing to a solution that works against your own interests.
◊ Do you know your limits?

3. Respect Others

◊ **Help others find their greatness**: If you can help fellow employees harness their best abilities, you build a good relationship and benefit the organization immeasurably.
◊ **Validate others:** Compliment, recognize, praise, and notice contributions to help create a positive, motivating environment for employees.
◊ **Respect Difference:** Be aware of the differences among people—and to be willing to accept these differences as a positive force within an organization.