

MAKING RELATIONSHIPS AT WORK

INGREDIENTS

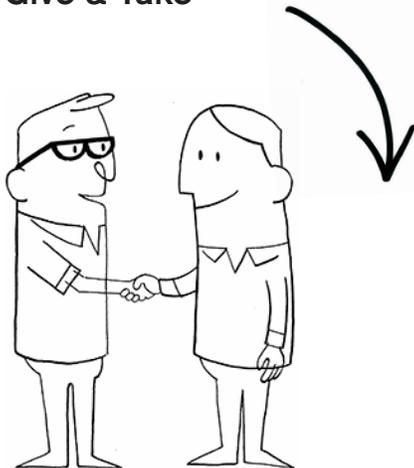
Trust (before all else)

Respect

Empathy

Time (more than just a pinch)

A special sauce of Give & Take*



* MAKE A HABIT OF GIVING MORE THAN YOU TAKE

- Show what you can offer and that you're willing to share.
- Make introductions to help people achieve their goals.
- Know when to back off (if you're in doubt, or if either solution will work) and when to push (if you truly believe in your solution).
- Ask for feedback and listen to it.
- But don't say yes just to be liked.

INSTRUCTIONS

Sidestep misunderstandings

- Never say no to a request without explaining why.
- Don't make conflicts personal. It's about the issue, not the person.
- During a conflict: step away for ten minutes to let things simmer down; take the person aside for a one-on-one; get the full story.

Keep it genuine

- Be generous with praise for others — and mean it.
- Be sensitive to what makes people tick. Don't call out a shy person in front of a group. Do give gentle reminders to a person who is bad with deadlines.
- Friendly at work doesn't always translate to friends in life — and that's okay.
- Only take work relationships online when you're friends in real life.

Check your demeanor

- Be humble, generous, and respectful, regardless of status.
- Don't be a know-it-all, a show-off, or act aloof.
- Smile, hold the elevator door, say hello, offer to split the last donut.

Mind your manners

- Avoid gossip and office politics.
- Use common sense to limit what you share about yourself.
- Listen well, don't interrupt, and ask follow-up questions.
- Say thank you.

Make an effort

- Don't spend every minute working at your desk. Share a book you love, a yummy treat, a friendly ear, emotional support.
- Help others and ask for help. That's how you make a team.

“There is nothing to make you like other human beings so much as doing things for them.”

— Zora Neale Hurston

YIELD

Moral support — We all need a confidant who knows what it's really like in the trenches.

A network — genuine connections to help us in our career.

Clout — we can leverage people outside of our immediate group.

Happiness — good social bonds help us live healthier, happier lives.

Personal growth — everyone we meet in life has something to teach us.