

## BUILD RELATIONSHIPS -- ADD VALUE TO OTHERS

Leo Buscaglia said, "always start a relationship by asking: do I have ulterior motives for wanting to relate to this person? Is my caring conditional? Am I trying to escape something? Am I planning to change the person? Do I need this person to help me make up for a deficiency in myself? If the answer to any of these is yes, leave the person alone. He or she is better off without you."

John Maxwell advises us to manage the discipline of relationship building in his book, *Today Matters*. To keep him on track in his relationships, investing in them and making them successful, he practices this discipline:

**"Every day I make the conscious effort to deposit goodwill into my relationships with others."**

Concepts taken from Positive Psychology and Appreciative Inquiry make for a winning approach to resolving many workplace issues and especially for building relationships. These approaches are about focusing on developing and nurturing strengths instead of focusing on weaknesses; exploring what works instead of concentrating on what is broken.

These are concepts I use in coaching relationship building (in the workplace):

- Begin to add value to people very intentionally
- Become a mentor to someone in whom you see great potential
- Look for ability in others
- Help others discover their ability
- Help others develop their ability

Take action to better understand and interact with the important people in your life based on these seven observations. When people display these characteristics, use the suggested actions:

### **Characteristics**

Insecurity  
Desire to feel special  
Desire for a better tomorrow  
Need to be understood  
Selfishness  
Being emotionally down  
Desire for success

### **Action**

Give them confidence  
Compliment them sincerely  
Show them hope  
Listen to them  
Speak to their needs first  
Encourage them  
Help them win