YJ Yolanda Johnson

Building Positive Work Relationships

This training contains information and encouragement for *Building Positive Work Relationships*.

According to [Harvard Business Review](), having positive work relationships can lead to an increase in productivity, more engagement, and tenure in the job place. When you are ready to dive in, please click the "*Start Course*" button.

INTRODUCTION

Benefits of Strong Work Relationships

Foundations of Positive Work Relationships

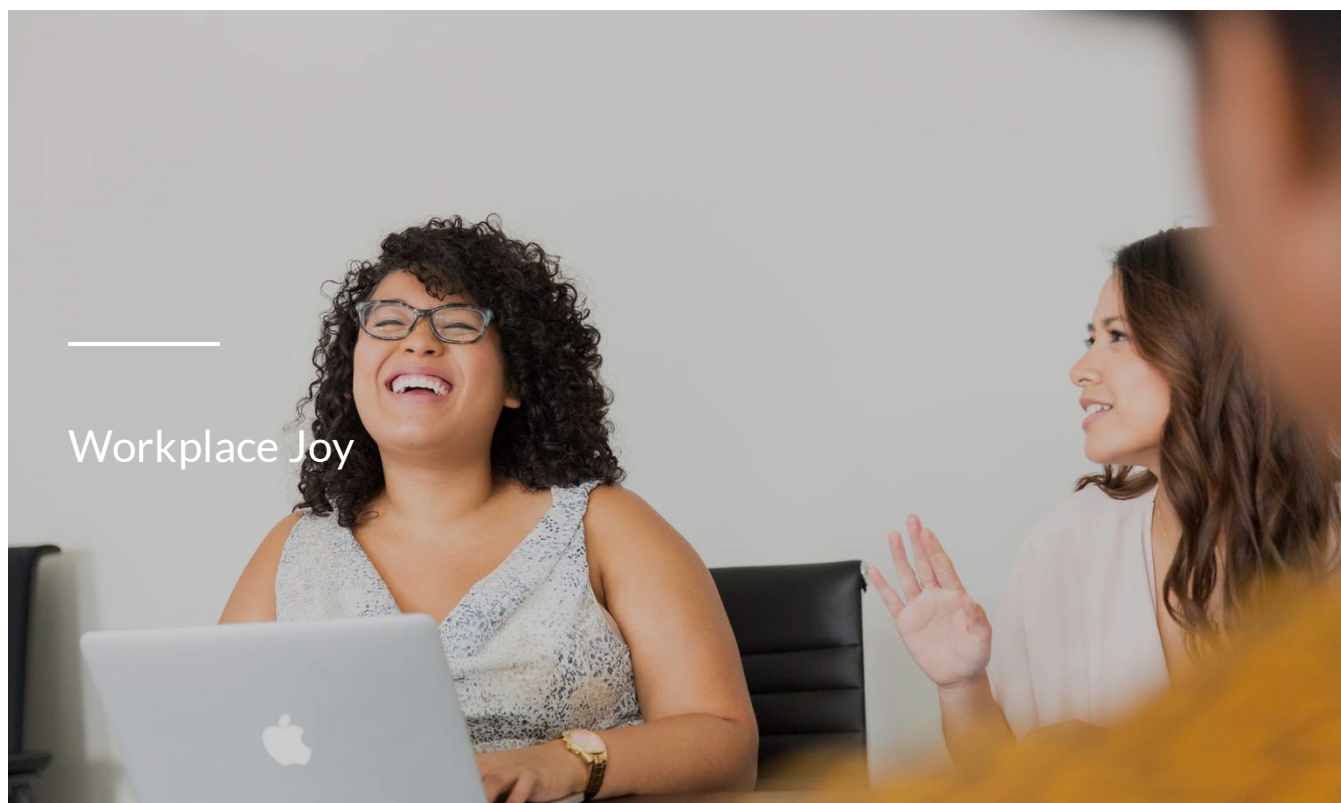### TRUST, RESPECT, AND TEAMWORK

Treating Others With Respect

Fostering Trust

CONCLUSION

A Real-World Scenario

Summary and Contact Information

Benefits of Strong Work Relationships

YJ Yolanda Johnson

Workplace Joy

The Value of Great Work Relationships

Benefits of fostering strong work relationships is predictive of workplace success.

- **Collaborate and perform better:** motivation at work is highly driven by the connection we have with others. Innovation may

arise when we feel inspired by those around us and know we are not alone.

- **Improve your job satisfaction and morale:** when we fell better we do better. When employees are felt appreciated they will experience authentic happiness and joy.

- **Increase your work opportunities:** there is more productivity when employees feel a sense of belonging. Feeling inspired and being part of the team allows employees to "bring" their best selves to work daily.

Imagine This

So what does positive versus negative work relationships mean? Expand each row below and find out.

Positive Work Relationships ___

Joseph knew he had a deadline for the Maxille project that was worth 7K . His manager expected the Maxille project to be done that Friday but it was a rough week as a single father with one child battling Covid. Joseph had to get this done. Knowing he had a great realtionship with Mia, he reached out for some assitance. Without a pause, Mia agree to help. She recalled last year that Joseph was eager to help her stay on top of her projects before her maternity leave.

Negative or Broken Work Relationships ___

The anxiety of Joseph finishing the Maxille project by Friday was at an all time high. At one point it mattered to finish at the deadline; now who cares. No one at work even talked to him and his manager does not even know his wife passed way two years ago which left him a single father of two; with one child fighting Covid right now. Josesph had no motivation to appease his manager. His thoughts are why would I care about them when they do not care about me.

"No road is long with good company."

Turkish Proverb

You may spend 30, 40, or even 50 hours a week with your coworkers. Ask yourself: *"How might my life improve if I had better work relationships?"*

Strong work relationships are invaluable. In the next lesson, you'll explore how to build a solid foundation for better work relationships.

CONTINUE

Foundations of Positive Work Relationships

YJ Yolanda Johnson
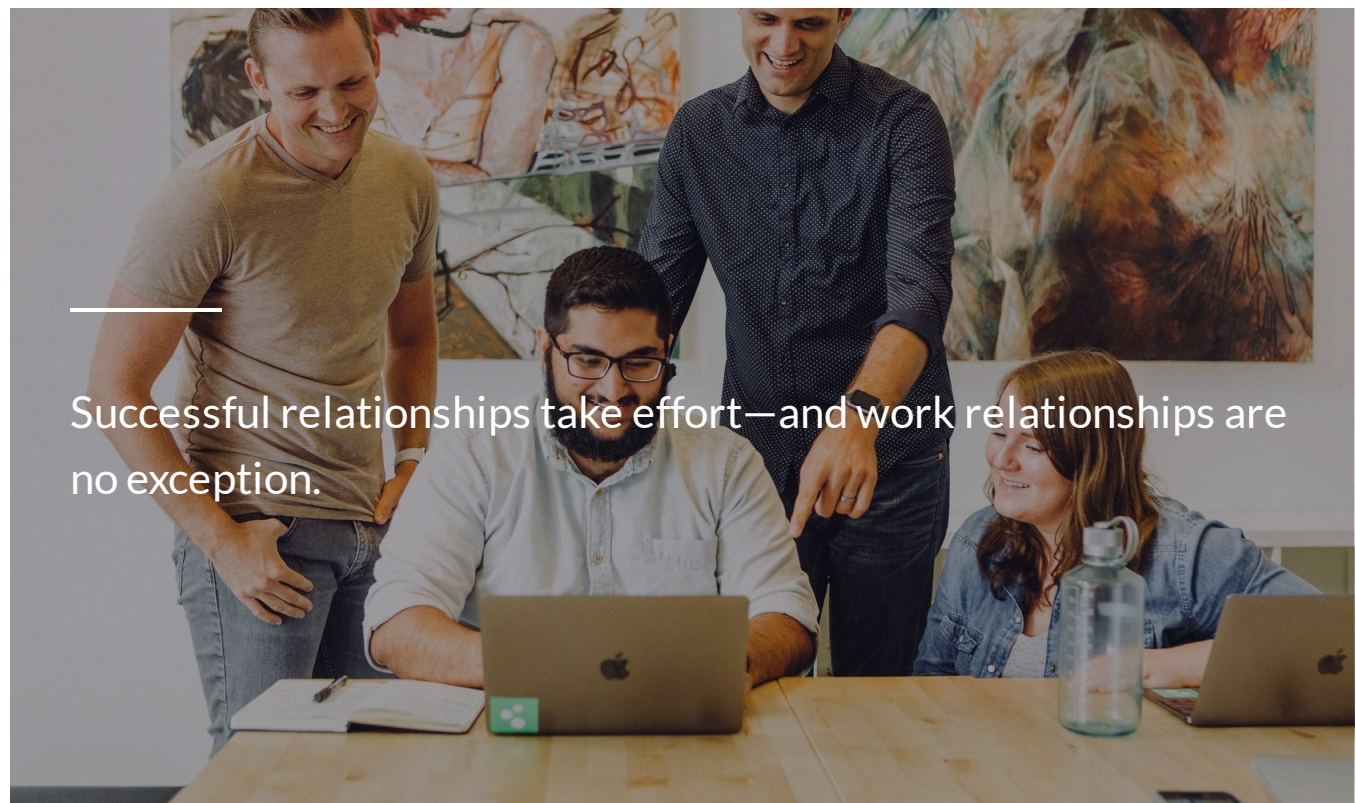
Successful relationships take effort—and work relationships are no exception.

Foundations of a Strong Work Relationship

What factors contribute to strong work relationships? Highlight those factors for learners in the list interaction below:

1 **Trust:** when you trust your team members, you can be open and honest in your thoughts and actions. And you don't have to waste time or energy "watching your back."

2   **Respect:** teams working together with mutual respect value one another's input, and find solutions based on collective insight, wisdom and creativity.

3   **Teamwork:** working together can inspire and uplift one another. Weakness of one member can be supported by the strenghts of another.

4   **Communication:** all good relationships depend on open, honest communication . Whether you're sending emails, having meeting face-to-face or on video calls, the more effectively you communicate with those around you, the better you'll connect.

5   **Goodwill and positivity:** Focus on being positive. Positivity is contagious and people gravitate to those that make them feel good.

6   **Emotional intelligence (EI):** EI is your ability to recognize your own emotions, and better understand what someone is telling you. By developing your EI, you'll become more adept at identifying and handling the emotions and needs of others.

A professional work relationship is built on trust. Team members should also respect one another, and be inclusive in considering different opinions. Self-awareness and open communication are key to making this work.

In the next section, we'll break down specific strategies you can use to develop positive work relationships.

CONTINUE

Treating Others With Respect

What Is Respect?

Respect is defined as an act of giving particular attention or special regard.

"Respect is an appreciation of the separateness of the other person, of the ways in which he or she is unique."

Annie Gottlieb

Respect Means

Consideration or Esteem

- Treating people the way they want to be treated

- Valuing people's unique perspectives, strengths, accomplishments, and contributions

- Treating others with integrity and goodwill

How to Be More Respectful

What can you do to show you are being respectful?

Flip each card below to see examples.

Instead of discounting a coworker's ideas ...

Try to listen and understand them.

Instead of excluding a coworker from work opportunities or information ...

Be inclusive. Share work opportunities and be generous with information.

Instead of sabotaging or
putting others down ...

Offer support and lift them up.

Instead of viewing different
communication styles,
opinions, and values as
threatening ...

Celebrate and value the
unique perspectives,
strengths, and personalities
that others bring to the
company and team.

Instead of pursuing personal

Achieve success through

Instead of pursuing personal
success or gain at the expense
of your coworkers ...

Achieve success through
effective teamwork and
collaboration.

Treating others with respect is essential for building trust. In the next
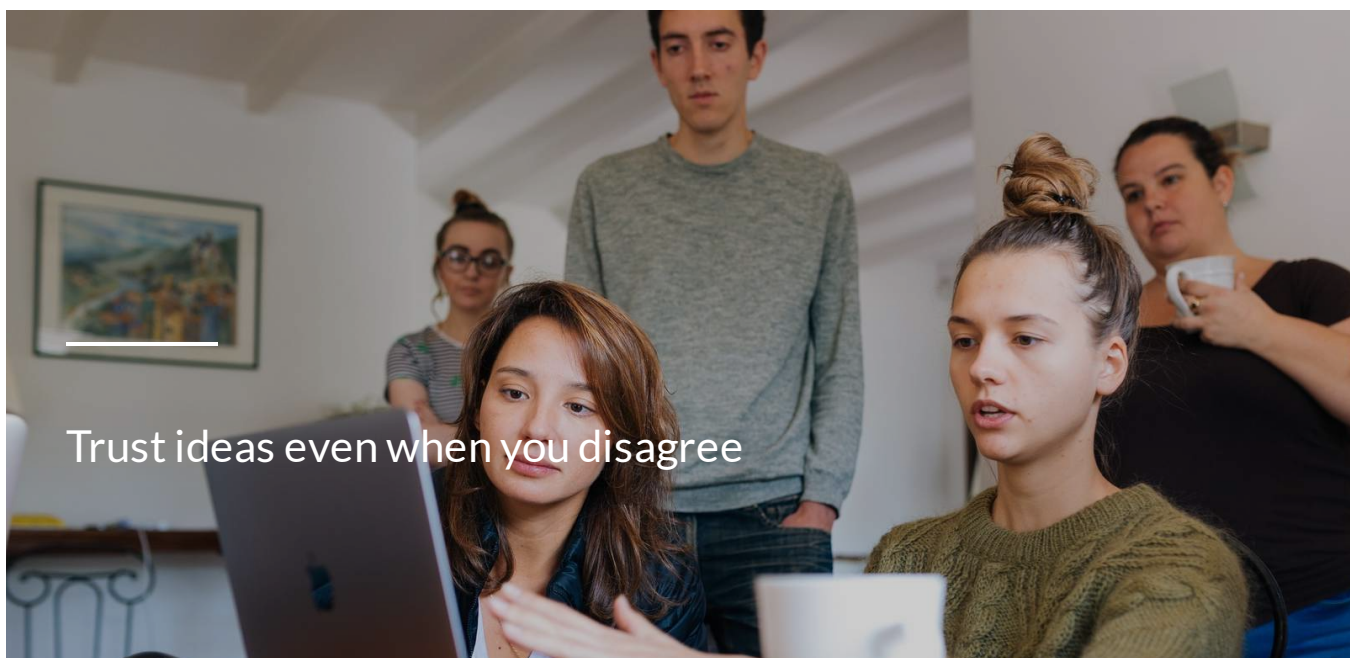lesson, we'll explore the role of trust in effective work relationships.

CONTINUE

Fostering Trust

YJ **Yolanda Johnson**

The Role of Trust on Teams

Trust is the foundation of any successful relationship. Coworkers must trust one another to communicate openly, collaborate effectively, and delegate or share responsibilities.

Trust ideas even when you disagree

What Is Trust?

Trust is defined as dependent on or conditioned by something else

Behaviors That Build or Break Trust

Look at the differences for those behaviors that promote better relationships and those that do not

Behaviors That Build Trust	Behaviors That Break Trust
• Fulfilling promises or commitments • Sharing information • Responding positively to others' ideas, perspectives, or feedback • Including coworkers • Treating others with respect • Speaking positively about others • Acting with integrity and professionalism • Supporting and celebrating others	• Breaking promises or commitments • Lying or withholding information • Responding negatively to others' ideas, perspectives, or feedback • Excluding coworkers • Insulting, humiliating, or bullying others • Gossiping or speaking poorly about others • Engaging in misconduct • Sabotaging or undermining others

The Bottom Line

Trust work both ways. If you are not being genuine do not expect that from others.

Another behavior that fosters trust is being a team player. Uncover what that means in the next lesson.

CONTINUE

A Real-World Scenario

Check Your Understanding

Think critically about your role in building positive work relationships in the following **branching scenario**. Apply your knowledge to a realistic situation that illustrates the consequences of your choices.
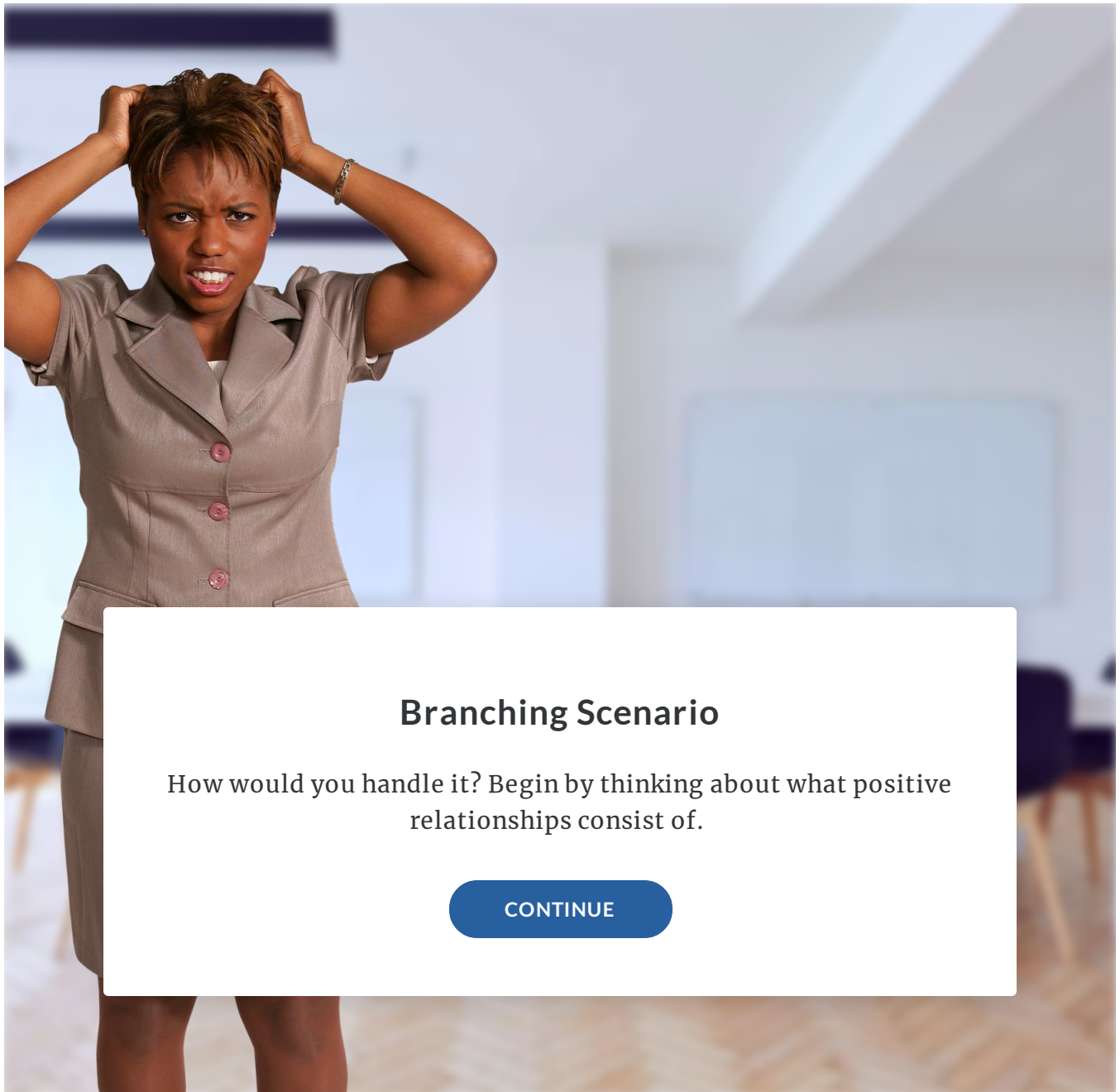
Branching Scenario

How would you handle it? Begin by thinking about what positive relationships consist of.

CONTINUE

Scene 1 Slide 1

Continue → Next Slide

Rhonda asked Matt to explain to her the process to follow in completing the budget sheet. Matt told her he was not sure and should probably talk to Lucy. Matt understood this process and she knew it.

1 Rhonda will go and discuss this with Lucy. She also scheduled a short time to have a discussion with Matt. She wanted to help rebuild the trust.

2 Rhonda told Lucy about the whole situtation. She also scheduled a short time to have a discussion with Matt to find out why he did not want to help.

Scene 1 Slide 2

0 → Scene 1 Slide 3

1 → Next Slide

Rhonda and Matt decide on a 15 minute lunch discussion. Rhonda feels slighted but Matt really just had no time to explain when Rhonda approached him.

1. Matt should have told Rhonda that he did not currently have time to explain but could do so after lunch. It was just bad timing.

2. Matt should have told Rhonda that he did not currently have time to explain . It was just not a good time and that was not his problem.

Scene 1 Slide 3

0 → Scene 1 Slide 4

1 → Scene 1 Slide 5

You Did Great Feedback

You did great showing you know that elements of a good workplace consist of trust and communiction along with teamwork.

CONTINUE

Scene 1 Slide 4

Continue → Scene 1 Slide 6

You Did OK Feedback

Elements of good relationships include trust, open communication, team work, and schedule time to fix relationships.

CONTINUE

Scene 1 Slide 5

Continue → Scene 1 Slide 6

Scenario End

This scenario is over but you brainstorm any situation you are having with a coworker.

START OVER

↺

Scene 1 Slide 6

Continue → End of Scenario

CONTINUE

Nice work! Continue to the course summary in the next lesson.

Summary and Contact Information

YJ **Yolanda Johnson**

"Never lose sight of the fact that the most important yardstick of your success will be how you treat people— your family, friends, and coworkers, and even strangers you meet along the way."

Barbara Bush

Key Takeaways

1   **The foundations of strong work relationships include: t**rust, respect, communication, positivity and team work.

2   **Ways to build trust and be a good team player include:** communication, understanding your strengths and weaknesses, offer assistance and know when to ask for help, and keeping your commitments.

3   **Effective communication include:**   asking questions and getting to know your coworker by practicing mindful listening.

4   **Managing your emotions and taking accountability for your word include:** not gossiping, going directly to the person of conflict and remain positive

Have Additional Questions?

Contact Yolanda Johnson

Email: ybrown0826@gmail.com   *Phone: 281.235.9136*

The Employee Success Team

CONTACT

Thank you for completing this course!