

# Relationship Excellence

Presented by:

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# Benefits of Enhancing Relationship Skills

- Good interpersonal skills are a predictor of career success
- Effective communication strengthens relationships which leads to job satisfaction
- Crucial to good teamwork and customer service
- A critical factor in managing stress and staying healthy

# Barriers to Effective Communication

- Prioritizing tasks, our own agenda, etc. instead of getting along well with people
- Interpersonal differences (cultural, personality, generational, etc.)
- Poorly managed emotions
- High stress levels



# Proactively Build Connections

- Get to know people – ask about their needs, interests, etc.
- Practice caring – ask about people’s situations, opinions, feelings, etc.
- Spend more time face-to-face





# Pick the Right Times to Interact

- Whenever possible, make sure you're in a good place mentally & emotionally
- Be considerate of the other person's schedule, workload, emotional state, etc.
- Ask “is this a good time to talk”, and be flexible if it's not



# Practice Good Listening Skills

- Be present – give the person you're interacting with your full attention
- Hear them out – minimize interrupting the other person while they're speaking
- Be respectful – listen non-judgmentally (creates safety)
- Show interest in what they're talking about



# Respond Instead of React

- Proactively manage your stress level (stressed out people tend to overreact)
- Stay aware of what you're feeling (key to rationally responding vs. emotionally reacting)
- If possible, pause to gather yourself
- Think before you speak



# Always Disagree Agreeably

- Seek a win-win outcome
- Speak with kindness & consideration (it's not what you say, it's how you say it)
- Always be respectful of the other's opinion (even if you don't agree)





# About EAS

The Employee Advisory Service is a State sponsored program designed to help employees and their dependents with personal, family or work related issues that may adversely impact their work performance. EAS helps to restore the health and productivity of employees and the workplace as a whole. Problems are addressed in the quickest, least restrictive and most convenient manner while maximizing confidentiality and quality.

Call us at our toll free number 1-866-327-9133, to schedule a confidential appointment.

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