

# Strategies for Building Relationships in the Workplace



University at Buffalo

Human Resources

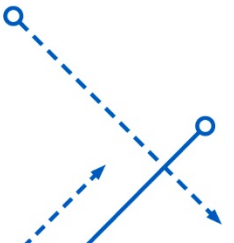
Division of Finance and Administration

# Building Relationships

- Strategies to building relationships in the workplace
- Effective communication techniques

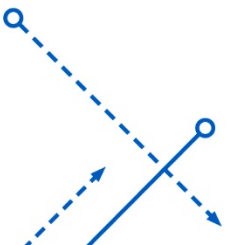


# How will building relationships in the workplace benefit you?



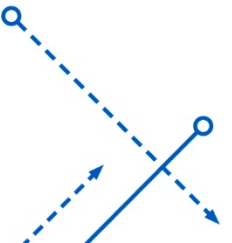
# Strategies for Building Relationships in the Workplace

- P* Pay Attention
- E* Eliminate Negativity
- A* Actively Listen
- C* Collaborate Willingly
- E* Engage Respectfully



# *P* *Pay Attention To Delivery*

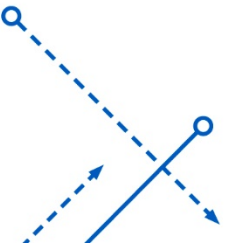
- Verbal ~~ What you say
- Non-verbal ~~ Everything else



*P*

## Non-Verbal Skills

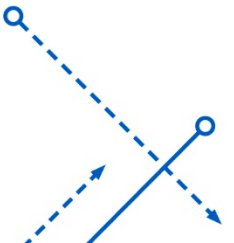
- Body Language
- Tone of Voice
- How you Listen



# P

## Body Language

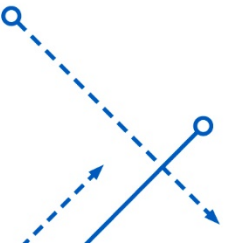
- Posture
- Eye contact
- Facial expressions
- Hand gestures
- Appropriate space



# P

## Tone of Voice

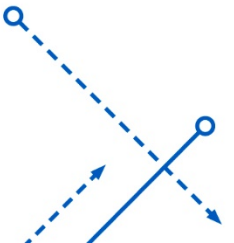
- Pitch and Rate
- Inflection
- Volume
- Quality
- Pronunciation, articulation, enunciation
- Silence





# *E* *Eliminate Negativity*

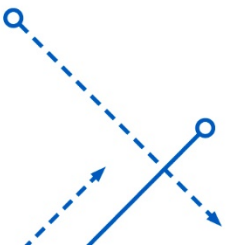
- Examine your own behavior
- Smile
- Don't play the blame game
- Be appreciative
- Share the credit



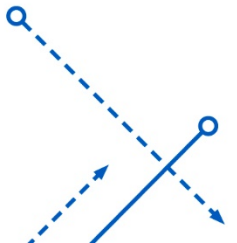
# *A* *Actively Listen*

Internal & External distractions

Listening well and actively has many benefits

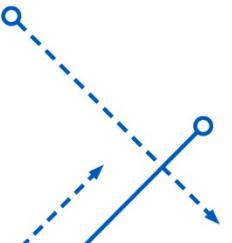


# Deep Listening Exercise

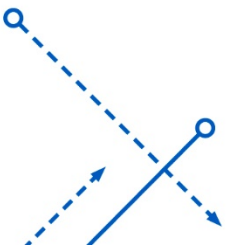
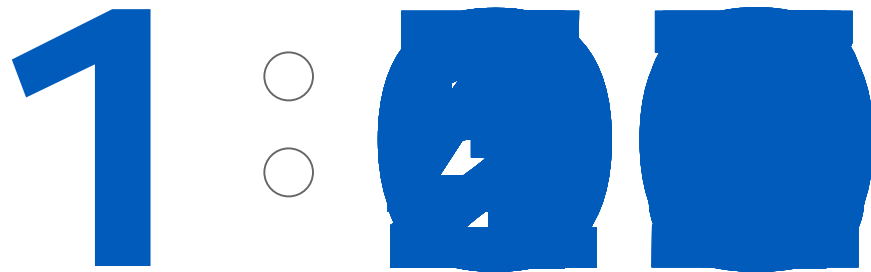


What is something you are hoping to accomplish at work, or for yourself personally, and what's holding you back?

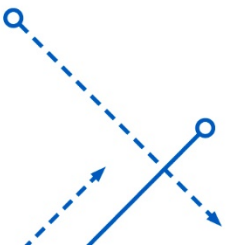
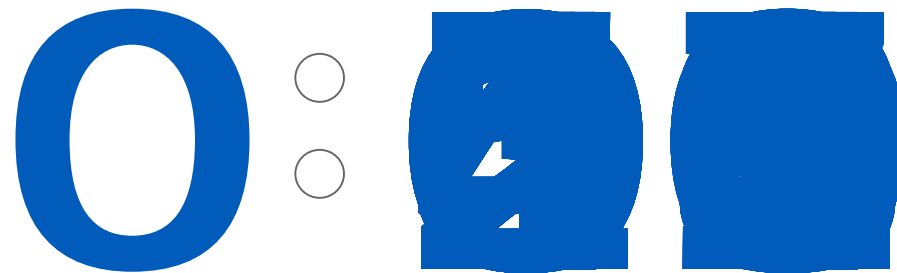
2:00



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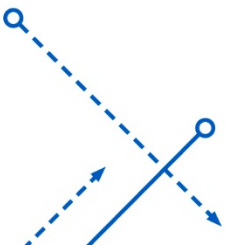
# Debrief

## Listener:

- What did you hear?
- What were your impressions?

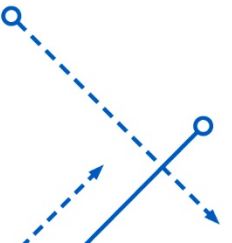
## Speaker:

- Was the listener on point?
- Did you learn anything new from their interpretation?



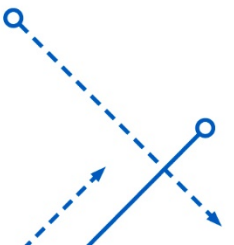
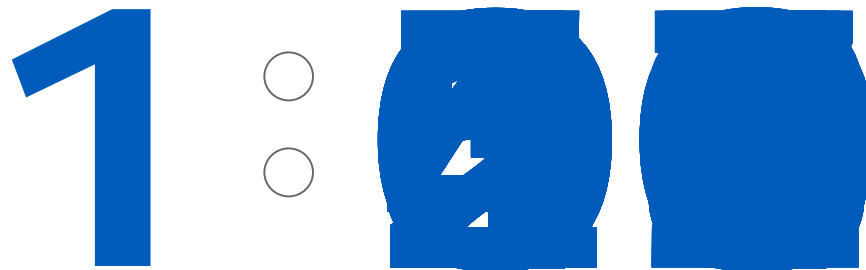
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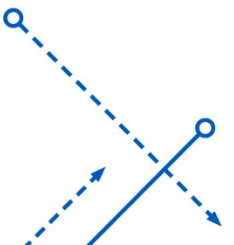
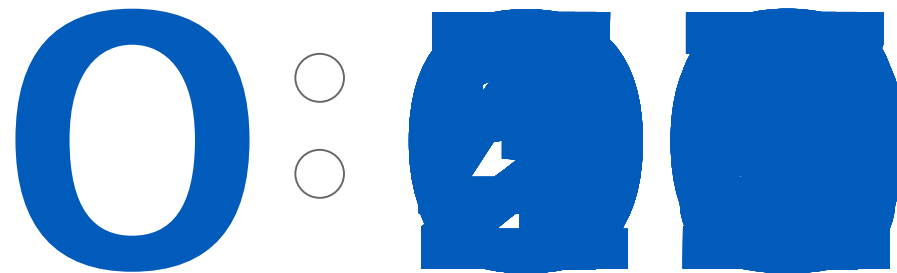




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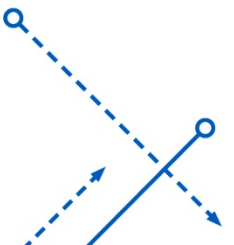
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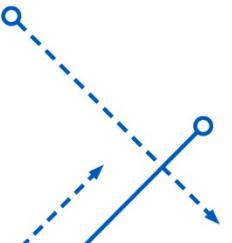
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# *A* *Actively Listen*

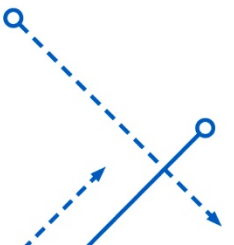
*People need to feel heard*



# C *Collaborate Willingly*

How do you demonstrate your willingness to collaborate?

- Bring people together
- Foster a willingness to listen
- Respond in a timely fashion
- Keep your commitments

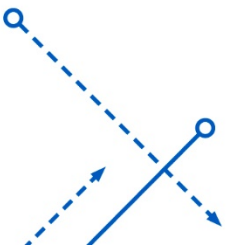


# *E Engage Respectfully*

How can you demonstrate **authentic** respect?

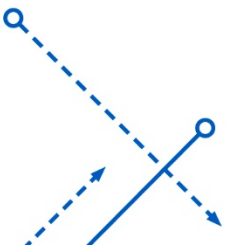
*You catch more flies with  
honey than vinegar.*

- Don't rely on preconceived notions
- Don't rush to judgment
- Be courteous and polite
- Ask questions and listen to the answers
- Give your full attention



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# Effective Communication Techniques

- 2 communication techniques





# Effective Communication Techniques

## #1 – Subdue Your Story



# Effective Communication Techniques

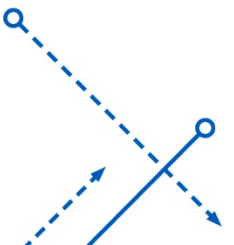
## #2 – Plan for the Interaction



# #1 - Subdue Your Story

- Subdue your own story before you talk to the other person
- Separate fiction from fact
- Recognize that we all tell stories to justify our poor behavior

*For example...*



Situation/Scenario	Story You Tell
Someone lets you down and it's not the first time.	They are irresponsible and unreliable.
You let someone down and it's not the first time.	It's because you've been overworked recently.

Situation/Scenario	Story You Tell
Someone cuts you off while driving.	They are rude, aggressive and inconsiderate.
You cut someone off while you are driving.	You are in a hurry and if you don't catch these lights you'll miss your doctor's appointment.

Situation/Scenario	Story You Tell
One of your peers buys the boss a birthday card.	They are soft- soaping the boss and trying to weasel their way in for a promotion.
You buy your boss a birthday card.	It's because you are warm and caring.

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## #2 – Plan for the Interaction

1.) **OPEN** with  
“what” & “why”

- Describe the situation and its impact
- Seek commitment to resolving the situation

2.) **CLARIFY** details

- Exchange information and viewpoints
- Confirm desired outcomes

3.) **DEVELOP** ideas

- Seek suggestions for resolving the situation
- Provide suggestions as needed

4.) **AGREE** on  
actions

- Decide who will do what by when
- Confirm resources and support, if needed

5.) **CLOSE** –check  
confidence

- Set follow-up, if appropriate
- End on a positive note



# Fast Track Collaboration

**Step 1**

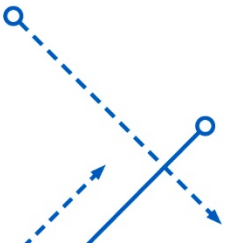
Everyone tells it like  
they see it

**Step 2**

Get everything on the  
table

**Step 3**

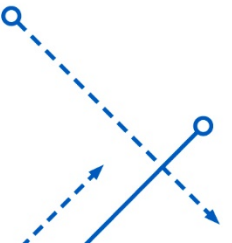
Focus on the future



When all else fails

*Seek First to Understand,  
then be Understood*

~~ Stephen Covey



# Help Yourself

**Supporters**

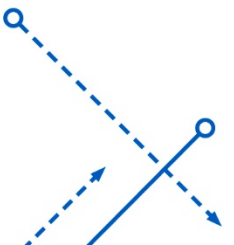
- Identify them

**A Mentor**

- Find One

**Help Others**

- Benefits everyone



NAME ONE THING

QUESTIONS ?

