

Get Better

15 Proven practices to build effective relations at work

Todd Davis -Franklin Covey

**Everyone says people are our greatest asset,
its not people but the relationships among
people that is a competitive advantage.**

There are numerous practices that affect relationships, I have chosen fifteen in my experience that are most significant.

1. Wear glasses that work

How we view ourselves and the world around us is called a paradigm

**If you want to make minor changes in your life,
work on your behaviour, if you want significant
quantum breakthroughs, work on your
paradigms.**

2. Carry your own weather

You have freedom to choose the response to a stimulus

3. Behave your way to credibility

Three ways to behave with credibility:

- 1. Demonstrating character and competence**
- 2. Taking the long term view**
- 3. Adapting to the situation at hand**

Without a high degree of character and competence, people are not going to trust you.

**Increasing competence requires us to step out
of our comfort zone.**

Credibility isn't earned overnight. Taking the long term view means that you are willing to pay the price to earn it - regardless of the time and effort involved.

When it comes to building credibility, there is no escaping time. Trust comes from seeing the consistency of actions over time.

**We always pay a price when we lose credibility.
There is something to be said for staying with
credibility, we have to continually behave our
way back to credibility.**

4. Play your roles well

Playing a role means expressing your most authentic and deepest value system through what you say and do.

Reflect on the many roles you play in your life - leader, neighbour, team member, child, parent, friend, coach, sibling. Imagine if we had the opportunity to review our performance in each of the roles we play.

5. See the tree, not just the seedling.

6. Avoid the pinball syndrome

Set goals that matter and choose your weekly priorities carefully

7. Think WE, not ME.

**There are four mindsets in the way we live :
lose-Win; Lose-Lose; Win-Lose; Win-Win.**

These mindsets are largely driven by two factors; 1. the nature of our maturity level and 2. the amount of courage and consideration we employ when dealing with others.

Courage is the willingness and ability to speak out thoughts respectfully and consideration as our ability to seek and listen to other's thoughts and feelings with respect.

Courage			
High	Win lose	Win Win	
Low	Lose -Lose	Lose-Win	
	Low	High	
		Consideration	

Lose win is when I lack courage to express myself or ask for what I need. I am intimidated, I give in easily, I am motivated by acceptance from others', tend to hide my true feelings about things.

Lose lose is if I am going to lose, so are you, I am willing to be hurt as long as you are too, I give up on what's really important.

Win lose is I use position, power credentials personality to get my way, I put down others to look better, I compete rather than collaborate, I am going to win and you are going to lose.

Win win is about working together till we find a solution that benefits both, I value your needs and desires equally to my own, I balance courage and consideration when communicating, I can disagree respectfully.

8. Take stock of your emotional bank accounts

**When you have a high emotional bank account,
then trust is high.**

Every EBA has a deposit and a withdrawal

Deposit	Withdrawal
Seek first to understand Show kindness	Assume you understand Show cruelty and contempt
Keep promises Be loyal to the absent	Break promises or make no promises at all
Set clear expectations Apologize	Be untrustworthy Bad mouth and gossip
Give feedback Forgive	Create ambiguous expectations Stay silent, give feedback with bad intent

9. Examine your real motives

Motives are the underlying reasons for the actions you take and the words you say. There are healthy and unhealthy motives.

**A healthy motive uplifts the human condition,
unhealthy motive degrades the human
condition**

**We judge ourselves largely on intentions,
others judge us by our behaviour.**

10. Talk less, listen more.

**Do you listen to others with the intent to reply
or to understand?**

**Wisdom is the reward you get for a lifetime of
listening when you'd have preferred to
talk-Doug Larson**

Reasons we don't talk less and listen more:
a). We are trained to talk more b). We are fixers by nature c).The world is in a hurry and d). We want to be right.

Franklin Covey calls this autobiographical listening : Everything you think and say comes from your point of view.

It's important to note that while there are several skills to listening, none of them is as important as having the right attitude while listening.

Talking less and listening more feels risky. It is a practice only highly emotionally mature people can master.

The deepest need of the heart is to be understood - Dr Covey

11. Get your volume right

Being methodical is a strength but when the volume goes high on this, you can become inactive, or get into analysis paralysis.

Being practical is a strength, but when the volume on this is high, you could be seen as pessimistic.

Being efficient is a strength, but the high volume on this makes you inflexible

**Being open minded is a strength, the hi volume
here could be weak willed.**

**Being loyal as a strength to volume up leading
to being gullible**

Being passionate as a strength to being exhausting when the volume is up on passion.

Being confident as a strength, to being seen as arrogant when the confidence volume is up

**Being a visionary or being seen as a pure
dreamer**

Being assertive to being domineering when you push up the volume on assertive.

12. Extend TRUST

**If you trust, you will be disappointed
occasionally, if you mistrust, you will be
miserable all the time - Abraham Lincoln**

Loyalty cannot exist without trust

You can extend trust by assessing the situation, assessing the risk and assessing the credibility.

13. Make it safe to tell the truth

**When was the last time you received feedback
from someone**

We resist feedback because we see it as criticism and something unpleasant.

**Feedback comes from feed - nourish, sustain,
foster, and back includes to support.**

**Assume good intent, ask for feedback and
evaluate the feedback, act on it.**

**Feedback is the breakfast of champions - Ken
Blanchard**

14. Align inputs with outputs

15. Start with humility

**Humility is like underwear, essential but
indecent if it shows - Helen Nielsen**

If a person is humble, he will meet the first 14 principles.

**Humility enables courage and points wisdom in
the right direction**

Those who are humble have a secure sense of self, their validation is not external but is based on their true nature.

Humble people have more time to devote to others

**Humility is the key to building solid character
and strong, meaningful connections.**

**People in a humble state of mind are better at
self control**