

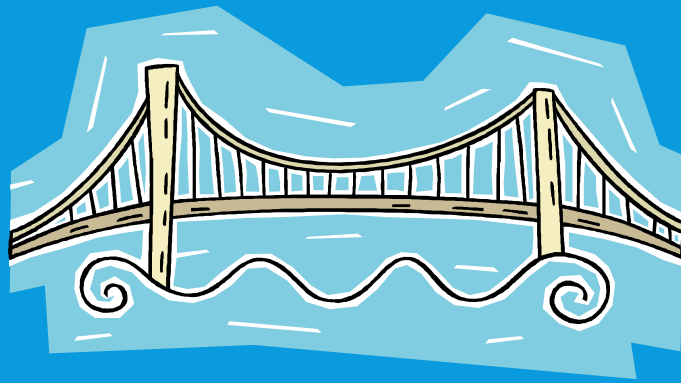
Building Bridges

Presented by
Betty
Lowther

How to Develop
Relationships that
Work for You



FORUM2014



Building Bridges

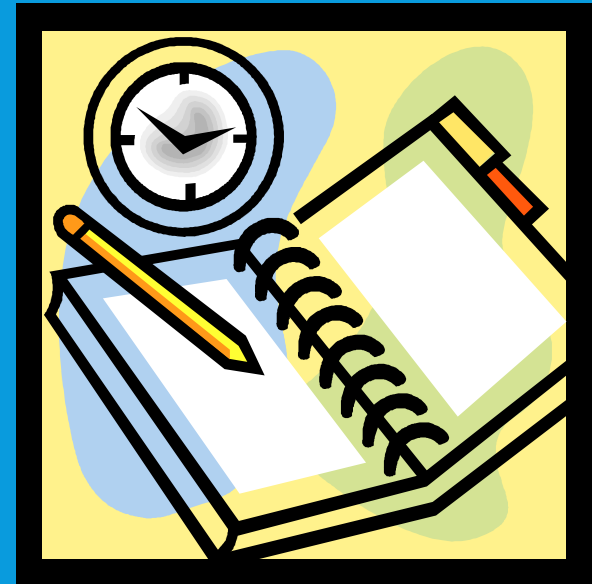
How To Develop Relationships That Work for You



BUILDING BRIDGES



- Quotes
- Cow Tags and Apples
- Building Relationships
- Group Exercise
- Strategies
- Dots
- Summary



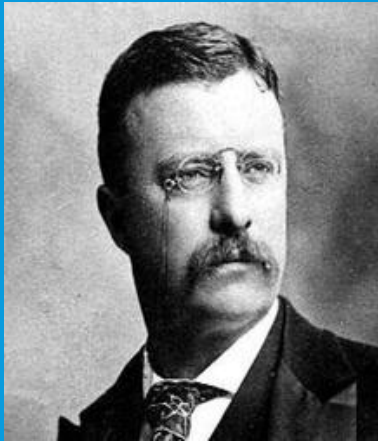
BUILDING BRIDGES



BUILDING BRIDGES



- “I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.” - Maya Angelou



- “The most important single ingredient in the formula for success is knowing how to get along with people.” -Theodore Roosevelt

BUILDING BRIDGES



BUILDING BRIDGES



Why is it important in the workplace?

- Organizations need people to succeed
- Connecting with people = positive results
- Gain support for initiatives
- Learn to Listen 1st and Act 2nd
 - Collaborative learning = shared experiences resulting in better solutions
- Be a positive factor in someone else's life



BUILDING BRIDGES



Essential Elements (TRAC):

- **Trust**
- **Respect**
- **Appreciating Differences**
- **Communication Skills**



BUILDING BRIDGES



- Smile...it really doesn't hurt
- Do what you say you're going to do
- Take ownership/Admit mistakes
- Be mindful of your words and actions
- Read the situation (don't cite chapter/verse)
- Network – Get out of comfort zone; learn something new
- Get to know your users (go visit)
- Be positive....it's contagious



BUILDING BRIDGES



Apple Story

- Professor/Researcher – Electrical Engineering
- Difficult to get information
- Contract Administrator/Fiscal Administrator

Cow Tags

- Purchase history dictated need for term contract
- Customer liked current source wasn't interested in competing
- Meeting, contract, relationship

BUILDING BRIDGES



- **What's in it for me?**

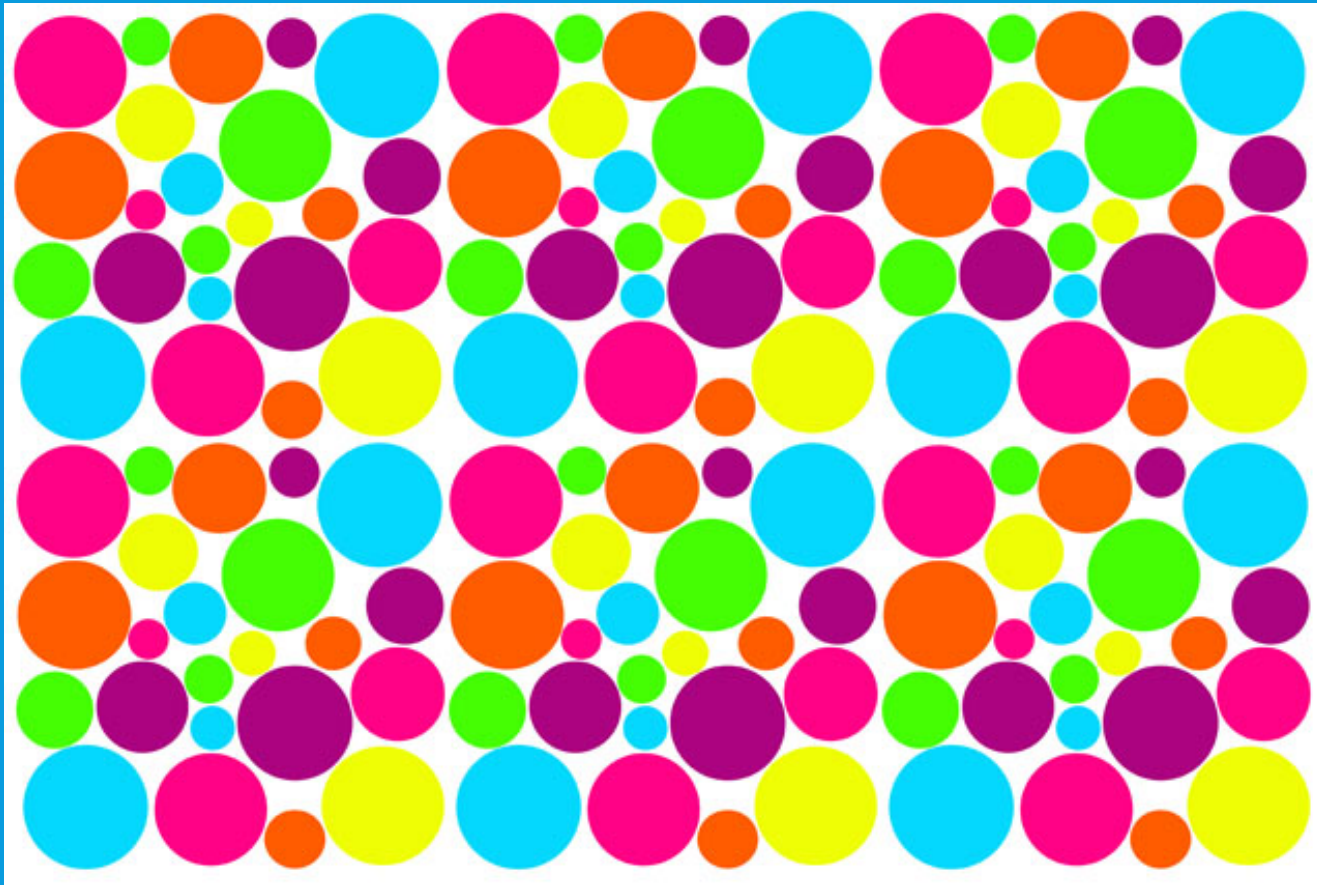
- Work is more enjoyable
- People more likely to accept change
- We become more innovative & creative
- Focus on opportunities
- Build your reputation



BUILDING BRIDGES



And now to the dots...



BUILDING BRIDGES



Words of Wisdom:

- Guard your tongue. Say less than you think.
- Make promises sparingly. Keep them faithfully.
- Never let an opportunity pass to say a kind word.
- Be interested in others, their pursuits, work, and families.



BUILDING BRIDGES



Words of Wisdom (continued):

- Keep an open mind. Discuss but don't argue. Disagree without being disagreeable.
- Discourage gossip. It's destructive.
- Be careful of other's feelings.
- Pay no attention to ill-natured remarks about you. Live so that nobody will believe them.

BUILDING BRIDGES

