Building Bridges

Presented by Betty Lowther

How to Develop Relationships that Work for You
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How To Develop Relationships That Work for You
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- Quotes
- Cow Tags and Apples
- Building Relationships
- Group Exercise
- Strategies
- Dots
- Summary
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- “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
Why is it important in the workplace?

- Organizations need people to succeed
- Connecting with people = positive results
- Gain support for initiatives
- Learn to Listen 1\textsuperscript{st} and Act 2\textsuperscript{nd}
  - Collaborative learning = shared experiences resulting in better solutions
- Be a positive factor in someone else’s life
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Essential Elements (TRAC):
- Trust
- Respect
- Appreciating Differences
- Communication Skills
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- 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
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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
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

Source: Mindtools.com
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And now to the dots...
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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.
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.

(Source: Unknown)