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# Soft Skills Top Tips

## Positive and Effective Relationships

### Introduction

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

Building positive and effective relationships in the workplace can help create more productive, engaging, and rewarding work environments. Taking time to build up a good relationship can create trust, and can mean that people you have to deal with are more likely to go along with changes that you want to implement. In turn this can stimulate innovation and creativity.

In addition, positive and effective relationships results in positive energy and a willingness to focus on opportunities, overcoming the problems associated with negative relationships.

Use these top tips to ensure you utilise the soft skills required to help build positive and effective relationships.

- ☐ Positive relationships must be earned and built-up over time
- ☐ Accept that they won't happen overnight
- ☐ You need to develop trust based upon positive experiences and outcomes
- ☐ Communication is key to building trust
- ☐ Take time to resolve any conflict
- ☐ Avoid gossiping and actively listen
- ☐ Be positive – it's contagious! Negativity can be draining and people can go out of their way to avoid it
- ☐ Develop your Emotional Intelligence (EI/EQ)
- ☐ Offer help and support to others
- ☐ Understand how what you do impacts on others internally, and make the time to align your thinking
- ☐ Look at positive and negative experiences and how you can learn from them
- ☐ Look to build fruitful relationships with customers and suppliers; drop the adversarial approach
- ☐ Try and create social time to spend with your stakeholders
- ☐ Remember its okay to have fun at work!
- ☐ Have customer/supplier activity days
- ☐ Appreciate others around you and make an effort to give praise when somebody has done something well

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