

Building Relationships





What is Establishing and Maintaining Positive Relationships?

Positive relationships are built upon a foundation of trust and respect within the team. Collaboration, reliability, and dependability help establish a culture of candor (i.e., an open, honest exchange of information which allows for authentic, non-biased collaboration) among all team members as they address difficult and complex issues.

Why is Establishing and Maintaining Positive Relationships important?

Establishing and maintaining positive relationships is a critical to being an effective coach. Building and maintaining positive relationships provides the foundation for effective team dynamics. This requires extensive planning and reflection prior to, during, and between meetings.

How does a coach help the team develop the skills and competencies to function independently?

The following skills and behaviors are necessary to establish and maintain positive relationships that will build a team's capacity to function in a culture of candor:

Demonstrates collaboration by:

- Helping the team establish or clarify group norms
- Determining or clarifying team roles and responsibilities
- Developing a variety of processes for seeking input
- Honoring different styles (e.g., learning, communicating, processing) of team members
- Respecting others' points of view
- Demonstrating flexibility by adjusting processes and actions based on team needs
- Acknowledging and celebrating team progress and successes

Demonstrates reliability and dependability by:

- Following through on commitments
- Sharing follow-up information as requested
- Keeping confidences
- Performing assigned responsibilities on time
- Maintaining regular contact with designated team member(s) by face to face contact, phone calls and email

Resources and References

We Have to Talk: A Step-by-Step Checklist for Difficult Conversations, Judy Ringer

- This resource gives coaches an easy to use checklist for working through difficult conversations while maintaining healthy team relationships and functioning. <http://www.hodu.com/checklist.shtml>.