



Building Stability Through Relationships

Good “Working” Relationships

- What we want:
 - Good substantive outcomes
 - “Meet the objective”
- We also want:
 - Inner peace
 - Want to leave feeling positive



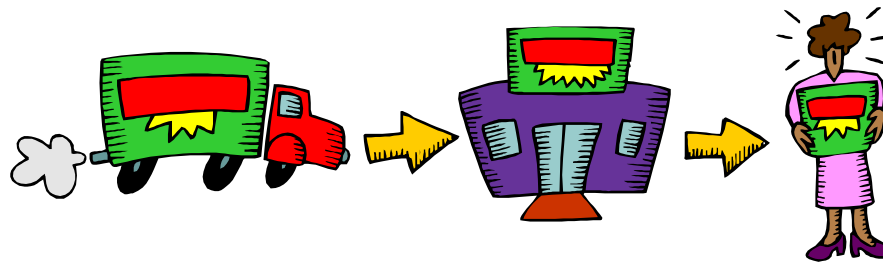
Good “Working” Relationships

- What we need is an ability to deal with differences:
 - Differing wants, perceptions, values that change over time
 - Satisfy competing interests with little waste



The Relationship as a Process

- Each of us is a joint manager of the process – to shape the relationship and determine how it functions
- We tend to focus on the result – not the process





How Do We Improve The Relationship Process?

- Stephen Covey
- Dr. Phil
- Fisher & Brown
Harvard Negotiation Project

Covey – Building Relationships: Applying the 7 Habits at Home

- Emotional Bank Account (EBA)
 - Not money but emotions
 - Deals with levels of trust, +/- feelings, and other interpersonal areas of your relationships
 - Deposits build & repair trust
 - Withdrawals lessen or destroy trust



Date	Amount
10/20	\$ 738.97
10/21	526.82
10/22	590.53
10/23	524.21
10/26	362.24
10/27	208.42



4 Keys To Building an EBA

1. Find out what's important to other family members
 - ✓ Watch, listen, be aware, ask
2. Be aware of universal needs
 - ✓ Kindness
 - ✓ Keeping promises
 - ✓ Forgiveness



4 Keys To Building an EBA

3. Keep adapting to the needs and growth of family members
4. Seek out concrete ways you can make consistent deposits
 - ✓ Small, steady deposits work wonders in building trust
 - ✓ Represent an effort to build trust through love, patience, forgiveness
 - ✓ Deposits increase respect, love, trust
 - ✓ Deposits improve attitude, self-confidence, and promote greater cooperation



Dr. Phil – Maintaining a Successful Relationship

- Have a solid friendship
 - “If you want a good friend, be a good friend”
- Meet each others’ needs
 - “The success of a relationship is a function of the extent to which it meets the needs of two people.”
- Set specific goals
 - “What can I do today to advance the ball?”
 - Even small things over time make a difference



Dr. Phil – Maintaining a Successful Relationship

■ Get back to basics

- “Have some concept of what a partnership is supposed to be and start doing those things.”
- Focus on fundamental things that are going to make a difference in the long run.

■ Take Responsibility

- You can't control the way your spouse acts, but you can control how you react
- “You have to take 100% responsibility for what you are doing in a relationship.”



Harvard Negotiation Project

- Severity of the differences between 2 parties affects the way we interact
- Ability to deal with differences depends of a few basic elements:
 - Balance reason with emotion
 - Understanding
 - Good communication
 - Being reliable
 - Persuasion is more helpful than coercion
 - Mutual acceptance



3 Barriers to Effective Communication

1. We assume there is no need to talk
2. We communicate in one direction
 - Avoid “telling” people
 - One-way can be as bad as none at all
3. We send mixed messages
 - Inconsistency is damaging to our ability to build a good working relationship



3 Ways to Strengthen Communication

- **ACBD – Always Consult Before Decision**
 - Consulting relationship partners before making decisions that affect them is unconditionally constructive
- **Listen actively**
- **Plan the communication process to minimize mixed messages**
 - Clarify purpose
 - Minimize problems of multiple audiences



Improve Trustworthiness by Improving Conduct

- If I am reliable and you know it, my words will have greater power to influence you
 - Be predictable
 - Be clear
 - Take promises seriously
 - Be honest
 - Openly discuss conduct that might look inconsistent
- We are remarkably understanding and forgiving – of our own conduct!



Help Them Be More Reliable

- Do not overload trust
- Trust them when they deserve it
- Give both praise and blame precisely
- Treat problematic conduct as a joint problem
- Talk about conduct, not people



A Conscious Strategy

- Don't rely on reciprocity to build a relationship
 - Golden Rule – doesn't honor differences
 - “An eye for an eye” – I will treat you as badly as you have been treating me!



Unconditionally Constructive Strategy

1. **Rationality:** Even when they are acting emotionally, balance emotions with reason.
2. **Understanding:** Even if they misunderstand us, try to understand them.



Unconditionally Constructive Strategy

3. **Communication:** Even if they are not listening, consult them before deciding on manners that affect them.
4. **Reliability:** Even if they are trying to deceive us, neither trust them nor deceive them; be reliable.



Unconditionally Constructive Strategy

5. **Noncoercive modes of influence:** Even if they are trying to coerce us, neither yield to that coercion nor try to coerce the; be open to persuasion and try to persuade them.
6. **Acceptance:** Even if they reject us and our concerns as unworthy of consideration, accept them as worthy of our consideration, care about them, and be open to learning from them.

Consensus...

- Although it takes two to have a relationship, it only takes one to change its quality.

