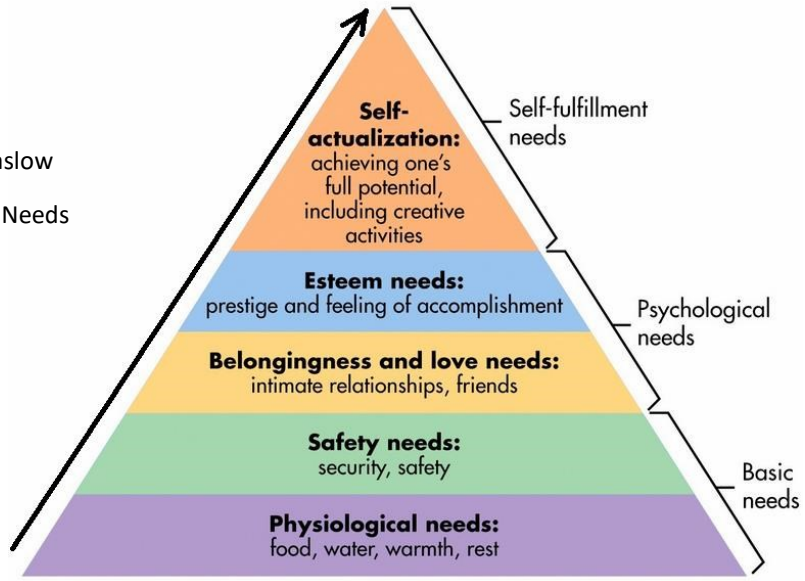
Abraham Maslow

Hierarchy of Needs



Defining a Good Relationship

- Trust
- Mutual Respect
- Mindfulness
- Welcoming Diversity
- Open Communication

How to Build Good Work Relationships

- Develop Your People Skill
- Identify Your Relationship Needs
- Schedule Time to Build Relationships
- Focus on Your EI
- Appreciate Others
- Be Positive
- Manage Your Boundaries
- Avoid Gossiping
- Listen Actively

https://www.mindtools.com/

Active Listening http://www.mindtools.com

1. Pay Attention
- Look at the speaker directly.
- Put aside distracting thoughts.
- Don't mentally prepare a rebuttal!
- Avoid being distracted by environmental factors.
- "Listen" to the speaker's body language.

2. Show That You're Listening
- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture and make sure it is inviting.
- Encourage the speaker to continue (yes, and uh huh.)

3. Provide Feedback
- Reflect what has been said by paraphrasing.
- Ask questions to clarify certain points.
- Summarize the speaker's comments periodically.

4. Defer Judgment
- Allow the speaker to finish each point before asking questions.
- Don't interrupt with counter arguments.

5. Respond Appropriately
- Be candid, open, and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think he or she would want to be treated.

Love yourself first and everything else falls into line. You really have to love yourself to get anything done in this world. ~ Lucille Ball

Who we are becomes real as we act out our personal concept of existence. ~ Michael Lazarchick 1982