

## The Power of Positive Professional Relationships

Positive professional relationships provide tremendous power to you at work:

- You will perform better when people are pleased to work with you.
- You will pick up more support from people when you need it.
- You will earn and preserve a more favorable reputation at work.
- You will experience less pressure and stress on the job.

The following concepts are paramount to the power of positive professional relationships:

- Professional relationships differ from personal relationships in two important ways.
  1. Whereas the purpose of personal relationships is to maximize your own satisfaction and enjoyment of life, the purpose of professional relationships is to produce results for your employer. Therefore, you don't get to choose whether to have positive professional relationships or not; you have an obligation to your employer to do so.
  2. Whereas you can decide who you wish to have personal relationships with, you have no such choice with professional relationships. You are expected to have positive relationships with customers, co-workers, subordinates, bosses, third party business partners, and everybody else with whom you interact at work. And that's the case whether you like those people or not.
- You only have control over your own actions.
  - You can't control anybody else's personality, attitude, or intelligence.
  - You can influence the attitude and actions of others by your focus on positive relationships.
  - Even when your efforts to influence others are not successful, it is still productive to work at positive professional relationships for the reasons listed above.

### The 3 "P's" of Positive Professional Relationships

Positive professional relationships possess three components. You have responsibility to do your part by perpetuating these components in all professional relationships:

They are PLEASANT.

- Words and tone of voice are polite and respectful.
- Interactions are painless and as easy as possible.
- There is a true caring to protect the other person's interests.

They are PRODUCTIVE.

- Interactions are profitable in terms of providing advice and information.
- Interactions result in solutions rather than more problems.
- Individuals are better off after interactions than they were beforehand.

They are PRINCIPLED.

- Communication is honest and genuine.
- There is safe presumption that individuals will do what they say they will do.
- There is trust that privacy will be maintained to the extent expected.

Do your part to perpetuate positive professional relationships for your own good and that of your company!



