

Strategies for Building Up Good Working Relationships

Unconditionally:

- * Balance emotions with reasons
 - *Becoming aware and explaining emotions*
 - *Addressing emotional concerns (yours and theirs)*
 - *As the case may be, recognizing one's own contribution to an existing relationship problem*
 - *Saying sorry if need be*
 - *Suggesting to try to solve relationship problems jointly*
- * Try hard to understand the point of view of the other party (≠ agree with this point of view)
- * Whenever possible, consult the other party on matters that affect them (≠ giving up your decision-making authority)
- * Be wholly trustworthy (but not wholly trusting)
- * Try to persuade the other party and be open to persuasion yourself
 - *Banning the use of coercive modes of influence*
- * Accept the people on the other side as worthy of your consideration; be open to learning from them (≠ agreeing with them)
 - *Making a strict distinction between a person and his or her behaviour*

Source: Roger Fisher, Scott Brown: *Getting Together – Building Relationships As We Negotiate* (Penguin Books, 1989)