

Tip Sheet: Generating Positive Work Relationships

Building and maintaining positive work relationships is an important facet of workplace success. The Coronavirus (COVID-19) pandemic has changed many things about the workplace, including dynamics with your supervisor and among workers including team dynamics. As return-to-work plans come into place, now is an excellent opportunity to focus on reconstructing positive relationships within your team and organization.

Principles of Business Etiquette

Your behavior is the foundation upon which positive relationships are created. The following principles of business etiquette should define all your business relationships:

- x Respect
- x Courtesy
- x Collaboration
- x Non-aggression

It is important to establish and maintain good working relationships with clients/customers, superiors, peers and subordinates. By being mindful and consistently applying the principles of business etiquette, you increase your opportunities for success and make your workplace a more pleasant place.

The Building Blocks of Positive Work Relationships

IN YOUR NETWORK

- x Be a good listener. Use verbal and nonverbal cues to demonstrate you are focused on what the other person has to say.
- x Think before you speak. Consider what you want to communicate and choose your words carefully. Be mindful of how you speak—don't raise your voice, use harsh tones or use profanity. Speak like a professional and you will be perceived as one.
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- x Keep an open mind. Listen to another person's point of view without interrupting or arguing and strive for a win-win solution.
- x Accept feedback—whether positive or negative—with poise and without becoming defensive. It speaks volumes about your professionalism.
- x Never criticize a coworker.