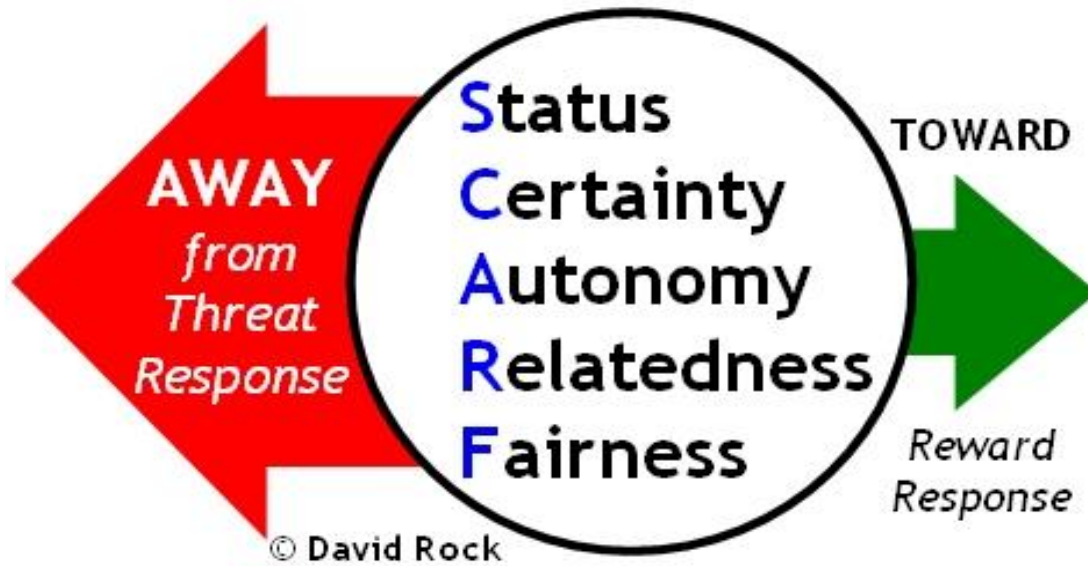




Build Effective Working Relationships

SCARF Model of Social Threats and Rewards



Status

- Our relative importance to others

Certainty

- Our being able to predict the future

Autonomy

- Our sense of control over events

Relatedness

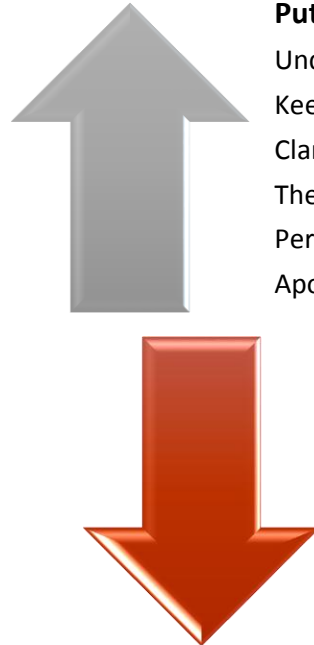
- Our sense of safety with others

Fairness

- Our perception of fair exchanges between people



The Emotional Bank Account



Putting in:

- Understanding
- Keeping Commitments
- Clarifying Expectations
- The 'Little' Things
- Personal Integrity
- Apologising

Taking out:

- Ignoring
- Excluding
- Taking for Granted
- Letting Down
- Being Hurtful
- 'Using'

Managing Expectations

Put yourself in their shoes.	Consider their 'social' needs.	Be honest.	Communicate regularly.
Show respect for others.	Ask and Listen.	Be open.	Be accountable.
Admit limitations.	Take personal responsibility.	Behave consistently.	Keep your promises.
Give credit where it's due.	Give trust to others, and be loyal.	Avoid politics.	Live in the current reality.