

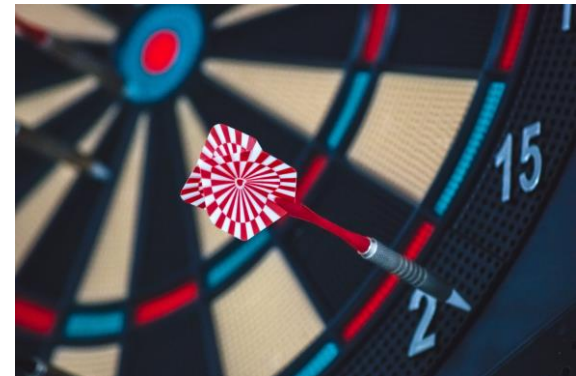


**Build Effective
Working
Relationships**

Build Effective Working Relationships

By the end of the Power Hour Expert session you will be able to:

- Explain the social needs that we all share
- Describe the effects of having social needs provided and denied
- Describe the Emotional Bank Account and why it is important
- Identify ways to make deposits into colleagues' Emotional Bank Accounts
- Take practical actions to develop effective working relationships with others



What matters to you at Work?



Social Needs (Drivers)

SCARF Model of Social Threats and Rewards



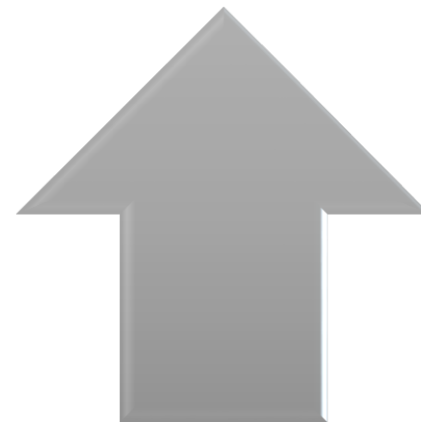
SCARF

Status	<ul style="list-style-type: none">• Our relative importance to others
Certainty	<ul style="list-style-type: none">• Our being able to predict the future
Autonomy	<ul style="list-style-type: none">• Our sense of control over events
Relatedness	<ul style="list-style-type: none">• Our sense of safety with others
Fairness	<ul style="list-style-type: none">• Our perception of fair exchanges between people

The Emotional Bank Account



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



The first step in exceeding expectations is to understand them.

How can you fill the gap?

Make it Work at Work

What are you going to **DO** as a result of this Power Hour Session?





Thank You
&
Good Luck