



5-MINUTE EMPLOYEE RELATIONSHIP PLAN

Even the best-performing organizations struggle with keeping and building healthy interactions between people at work. Making assumptions, believing that others share your opinion, and waiting to move forward on a project when others may not be totally committed can damage work relationships.

Help people work harmoniously together by understanding:

1. Not everyone shares your opinions and they shouldn't.

a. I will get more ideas if I _____

b. I can help people express their ideas when I _____

c. I can encourage people around me to discuss their opinions when I use phrases like:

2. People respond to incentives. Incentives can be:

- a. Salary
- b. Bonuses
- c. Flexibility
- d. Benefits
- e. Perks—concert tickets, sports tickets, restaurant/gift cards
- f. New projects
- g. Travel
- h. Access to senior people

I prefer _____ incentives.

I can motivate others with these incentives:

3. The "niceties" are nice at work.

It's easy to be rushed, feel frantic, and neglect some of the politeness at work. We need to remember those magic words we were taught as children. We need to be more polite at work.

- a. Say please and thank you
- b. Acknowledge people who are being helpful
- c. Use language with your people that you use with clients
- d. Look at people when they talk with you.
- e. I can be more polite at work when I _____

4. The boss is held to a higher standard.

While employees appreciate a leader who is approachable for conversation, and one who is willing to pitch in, leaders need to realize that employees watch their leader's actions carefully. Leaders must set the example for others to follow.

What can I do at work to set an even better example?

5. People respond differently to change.

People who like change say it invigorates them and helps them be more creative and productive. People who prefer the status quo often respond to change with denial or by ignoring the new shifts. People are different, and they need different techniques to help them deal with risk or change at work.

People who like risk need: _____

People who prefer status quo need: _____
