

Leadership - 'Relationship Investments' Exercise

In '7 Habits of Highly Effective People', Stephen Covey suggests there are 6 major 'deposits' we make into our 'Emotional Bank Accounts', in order to develop and maintain effective relationships, i.e.:

1. Understanding the individual
2. Attending to the little things
3. Keeping commitments
4. Clarifying expectations
5. Showing personal integrity
6. Apologising sincerely

In either a leadership or team role, first choose an individual or group with whom you would like to develop more effective relationship/s; then reflecting on the current state of this/these, note the investments you could make to achieve more productive working relationships.

'Relationship investments' - Action Notes	
1: Understanding others	
.....on a personal level. This could relate to understanding of values, beliefs, principles, likes, dislikes, priorities etc.	
2: Attend to the little things	
....showing concern for and interest in others, and demonstrating this by acts of kindness/ consideration.	
3: Keeping commitments	
..... valuing commitments / keeping promises (or explaining fully when unable to keep them)	
4: Clarifying expectations	
.. the degree (and timeliness) of clarity of communication within others. This relates to both functional / professional role communication as well as to expected behaviour on a more personal level - e.g. feedback expectations/ clarifying differences of opinion etc.	
5: Showing personal integrity	
...'doing the right thing'/conforming reality to words. (Concise Oxford dictionary definition: 'demonstrating strong moral principles'.)	
6: Apologising sincerely	
.... acknowledging openly and honestly when in the wrong.	

Reference: Covey S (1992) The Seven Habits of Highly Effective People, Simon & Schuster, London
 For useful summary extracts from Stephen Covey's '7 Habits of Highly Effective People', visit:
<http://www.profitadvisors.com/7habitlist.shtml>