

Nurturing the relationships

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ABSTRACT

Quality of your relationship with any person largely determines whether you will receive any positive response or support from person. At work, if your personal rapport or relationship with your boss or a colleague is good then they will support you - help you to perform better - work in peaceful atmosphere with minimum of hassels. Even the most capable may fail in a hostile environment, on the other hand even a mediocre executive may make to the top because of his positive relationship with his bosses, peers and subordinates.

Examples of highly qualified and brilliant engineers and doctors failing in life are all round us. While many university toppers struggle in their lives, a few back-benchers rise far above expectations. In such instances, the individual's relationship building skills have a significant contribution to their growth and achievements.

To progress in life, one needs the support and co-operation of many support persons. When you are very thirsty, a glass of cold water served by peon, servant or a hotel waiter can make all the difference in our mental state. Willing support of your mental state. Willing support of your telephone or computer operator can be of great value.

Building rich and deep relationship means developing humane orientation in approach to others. It demands more attention to the mental needs of those who are small and dependent. Those who cannot command are the ones who need to be given special attention and care.

Good manners and courtesies are the basic skills expected of all people who are to sell goods or services as a profession. One would employ a rude and impolite salesman at his own and company's peril. But we generally seem to forget that in fact we all are sales people one way or the other. Are we not selling our ideas, hopes and dreams all the time to our near and dear ones and the father needs to sell to his son the importance of attention to studies and getting into the right stream.

Let us now look at some of the skills we need to develop and some of the traits we need to avoid to be able to build relationships.

- Smiling to increase your face-value, acceptability and to build bridges with others for more meaningful interaction to follow.
- Good manners, common courtesies and kindness are the essential ingredients of good relations. Please, kindly, thank you, sorry, can I help you etc. are very powerful expressions. Their use can make life much more delightful.
- Divorcing your egotism and replacing your 'I'ness for more of 'U'ness and some 'W'ness. Looking at situations from others point of view and putting yourself in others shoes, ability to treat others the way you like to be treated yourself are very valuable attitudes.
- Making others a part of your plans and making them aware of what is in it for them and taking genuine interest in them.
- Trying to like others and giving them due recognition and importance and not treating any person like dirt. Remember every person is a king in his own territory stops where his nose starts.
- Respecting others opinions and points of view even when those are quite contrary to your own long held and validated beliefs.
- Adopting a giving attitude and consciousness rather than a taking one. Asking yourself as to what you can do for your customer or company than what you want from them. It is the law of nature that you will receive what you deserve and no one can deny you, your rightful due - whether it is money, comfort or love. As you sow, so shall you reap. We may make our life by what we give.

- Avoiding criticism, arguments and all negativity. Eliminating all diseases of mind like fear, anger, revenge, arrogance, prejudice, lust, etc. They hurt the person who carries and nurtures them more than the person to whom they are directed.
- Avoiding anger at all costs. Converting your frustrations and making them your valuable assets. Making your anger work for you and not against you. An angry person hurt others and get hurt himself.
- Trust begets trust. Trusting others to become trust worthy.
- Sense of humour – ability to laugh at life’s most ugly jokes and your own self can be morale booster in trying times. Humour can be valuable part of your personality. Being sensitive to the needs, feeling and expectations of others.
- Last but not the least, becoming a genuine human being that you are meant to be. Use your heart as you will use your mind and intellect.

To be born a gentlemen(sajjan purush) is an accident, but to die a gentlemen is an achievement.

