

CHAPTER 13: RELATIONAL

If You Get Along, Others Will Go Along

Anyone who loves his opinions more than his teammates will advance his opinions but set back his team.

This chapter begins with a description of Ronald Reagan and his great ability to relate to people. He could make anyone feel like his best friend, even someone he'd never met before. He treated everyone the same--the Chief of Staff, or the gardener, or a secretary.

Relationships are the glue that holds team members together. There are five characteristics in team relationships:

1. Respect - You should show it to others, even before they have done anything to warrant it, simply because they are human beings. But at the same time, you should always expect to have to earn it from others. Make others feel special.
2. Shared Experiences - You can't be relational with someone you don't know. Share experiences. Ask the right questions to get to know them and listen to their answers. Focus on others rather than yourself. Share your lives.
3. Trust - To be trusted is a greater compliment than to be loved. Without trust, you can not sustain any kind of relationship.
4. Reciprocity - There has to be a 'give-and-take' so that everyone benefits as well as gives.
5. Mutual Enjoyment - When relationships grow and start to get solid, the people involved begin to enjoy each other.

Few things will pay bigger dividends than the time and trouble you take to understand people. Almost nothing will add more to your stature as an executive and a person. Nothing will give you greater satisfaction or bring you more happiness. Becoming a highly relational person brings individual and team success.