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Event

Let's talk about
building relationships



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DCM Trainer



About Me

Passionate about supporting individuals become more effective, fulfilled, happier and healthier in their personal and professional life.

As predominantly social beings who crave meaningful connections, our innate need to form, grow, and sustain relationships is universal and evident from early infancy.

High-quality interpersonal relationships provide a source of joy and meaning across the life span, and they have been identified as one of the most reliable indicators of happiness, health, longevity, and life satisfaction for all ages.

(Diener & Seligman, 2002; Pillemer & Rothbard, 2018).

According to Stiglitz, Sen, and Fitoussi (2010), relationships are as important as material living standards, health, and education in determining the quality of life globally.

Relationships

The number of relationships is not necessarily important; rather, it is the quality of those relationships.

One benefits more from investing less in superficial and peripheral relationships and more in high-quality, valued relationships.

Relationships

Building & Maintaining Healthy Relationships

- 01** Recognising healthy & unhealthy relationships
- 02** Knowing our values & needs
- 03** Communication effectively
- 04** Creating & maintaining healthy boundaries

Types Of Relationships

Personal relationships – self – partner – family – friends – social connections

Professional relationships – teams – managers – networks – customers

Close connections – social connections – acquaintances

Which relationship is the most important?

The Relationship You Have With Yourself



Think of someone you have a good relationship with.

What makes it a good & healthy relationship?

What about someone you don't have a good relationship with?



Healthy Relationships Demonstrate

Which is more important?

Self awareness

Respect & Understanding of needs & values

Emotional intelligence

Empathy & Care

Trust

Honesty

Vulnerability & Openness

Presence

Effective communication

Support

Patience

Appreciation

Healthy Boundaries

Self Awareness

Understanding own values within a relationship.

This is your inner gps guiding you in the right direction for you.

What are the other people's values in the relationship?

What are your non negotiables?

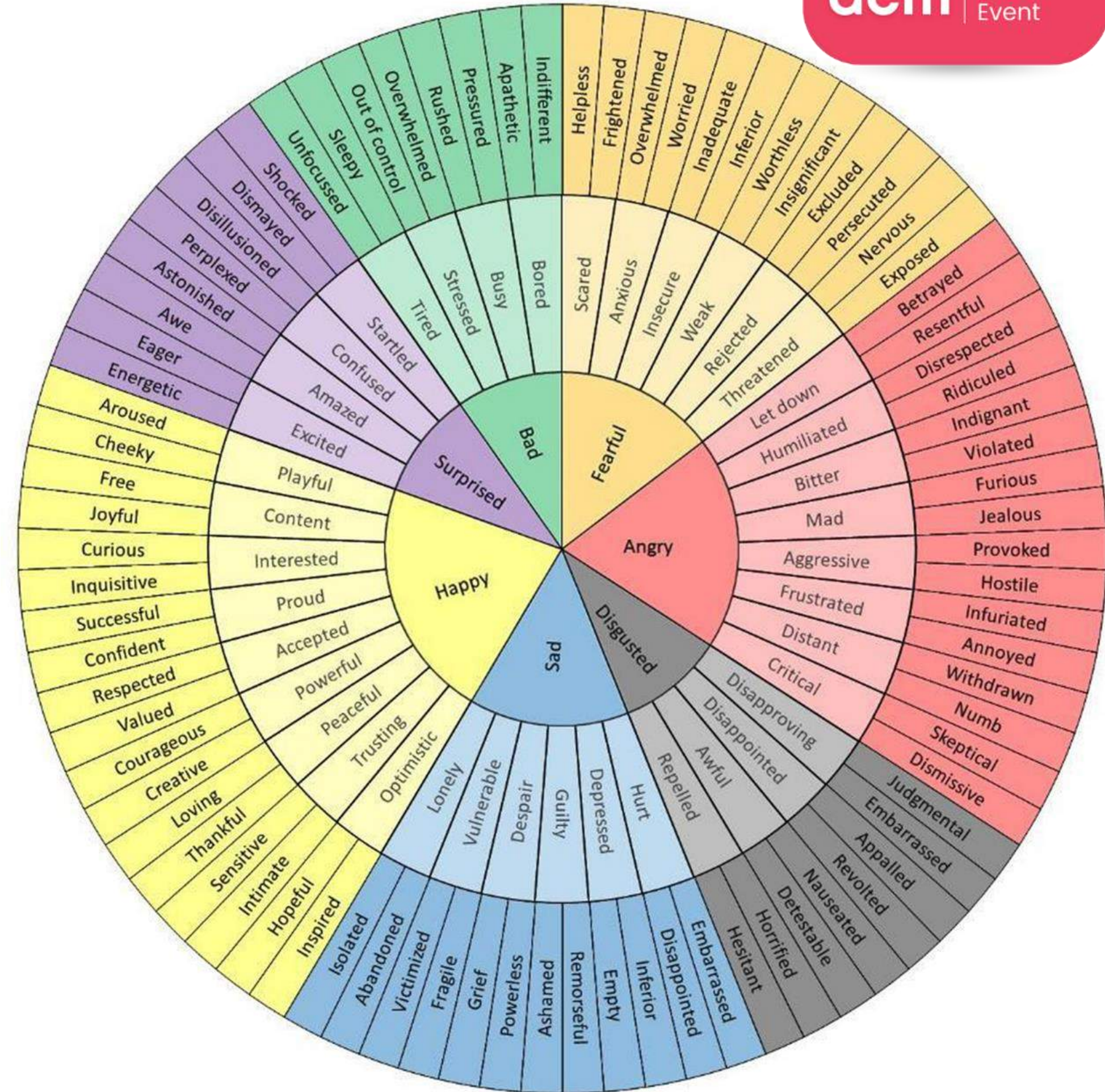
What do you need, want and wish for from a relationship?

What do they want/need from a relationship?

Emotional Intelligence

Ability to recognise, understand and manage your own emotional triggers (highs and lows).

Enabling you to identify causes of stress/frustration etc. and effectively manage situations where disagreement/conflict could arise.



Understanding Emotional Reactivity

What do people need when emotionally triggered?

To be acknowledged and validated

To feel heard and feel understood

To be respected and valued

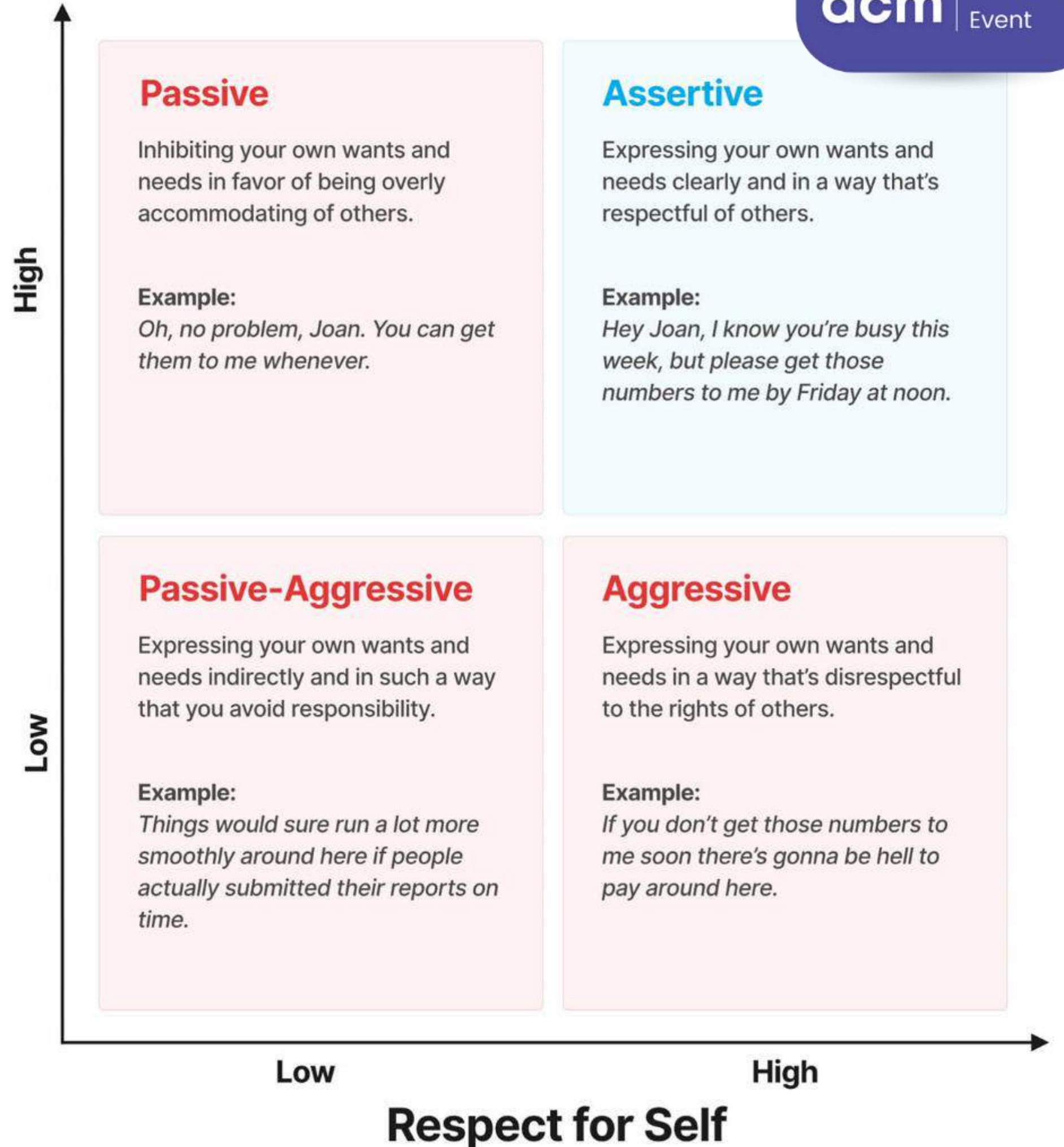
To feel safe

How can we demonstrate these?



Reactions To Emotional Triggers

Respect for Others



Respect for Self

Empathy

Ability to understand others and put yourself
in another person's shoes whilst maintaining objectivity.

A vital skill to connect with others and build positive
relationships.

Demonstrated by listening compassionately without
judgement or interruption. Listening to support and show
allyship.

Develops trust and feeling of inclusion/belonging.

Shows that you care about and respect their concerns
& that you care about and respect them.



Perspective Taking

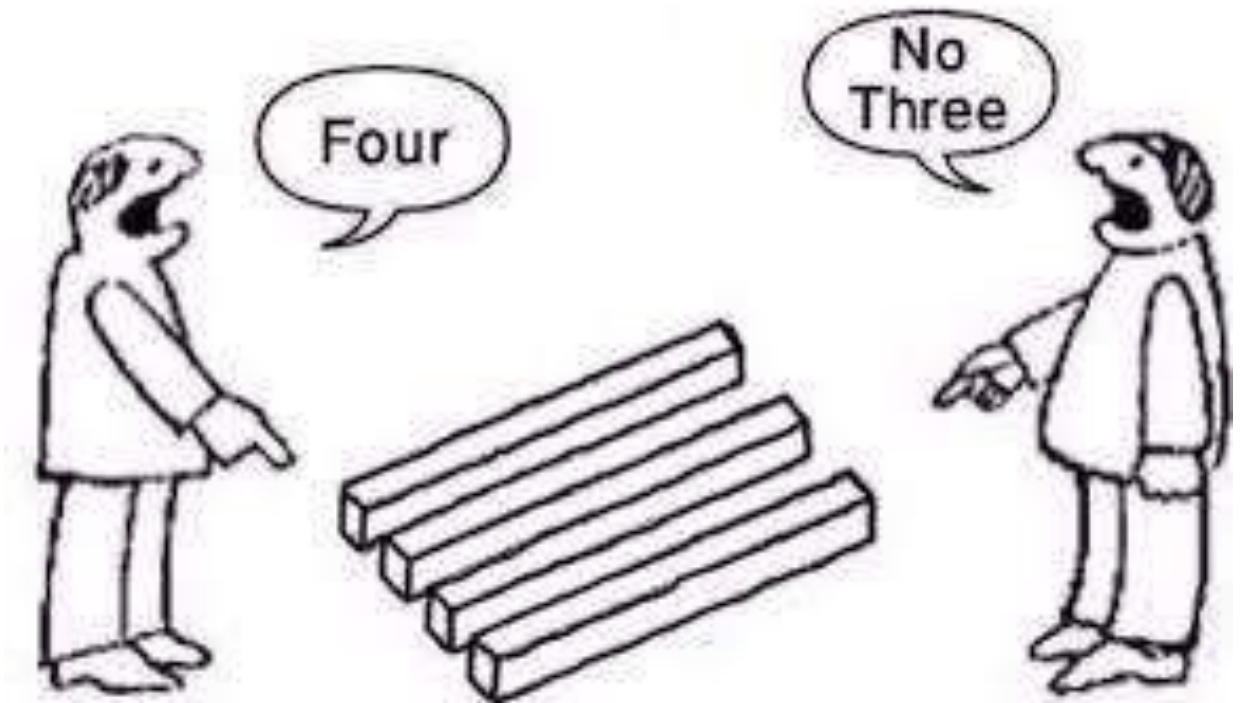
Challenge your perspective

aware of making assumptions, biases/judgements

Practice role reversal - many different views (all at least 10% right)

Asking yourself - what might this person need

This opens door to engage openly and compassionately



Clarify next steps

Remove distractions

**Paraphrase
to clarify understanding**

**Active
Listening**

**Acknowledge person
& challenge**

**Ask open ended questions
Who what where when how**

**Empathise & support
Don't interrupt**



Communicating Effectively

Calm – composed

Courteous – respectful

Clear – goal/objective

Concise – on point

Coherent – understood

Correct/Credible – factual

Complete – all points covered

(who what how where when why)



Communicating Your Needs

I feel(name the emotion)

When(name the behaviour)

I need

Benefit(win win)

(take turns)

E.g.

I feel disrespected

when you interrupt me and I can't finish what I am saying

I wish/need to have the chance to share my views

benefit So we can understand where each other

is coming from/what each other needs and wants.

Use 'I' statements & rephrase 'Why' questions

Healthy Boundaries

An essential life skill to maintain good health.

Define ground rules/limits for what is appropriate and acceptable to you in varying situations.

An invisible barrier that keeps you safe and well.

Essential for healthy relationships.

Creating and maintaining healthy boundaries is an act of self respect and self care.

Setting healthy boundaries lets people know how to treat you.

They create a life of balance where you can feel and be at your best by reclaiming your time and energy.

Types of Boundaries

Porous (open door)	Healthy (I choose when to open and close the door)	Rigid (closed door)
Always says yes	Able to say no and accepts when others say no	Avoidant
Overly involved in others' work/business	Asks for support when needed	Unlikely to ask for help
Fears rejection/judgement if don't go along with others	Actions based on own values	My way or the highway attitude
Overshares information	Shares appropriately	Doesn't engage/share/connect easily
Accepts disrespect	Communicates needs and wants clearly	Isolates self/detaches/alooof

Mental

Free to have own thoughts, opinions, values

I respect your perspective even if we don't agree that's ok.

Emotional

Availability to others.

I'd really love to support you however I don't have the emotional capacity right now.

Physical

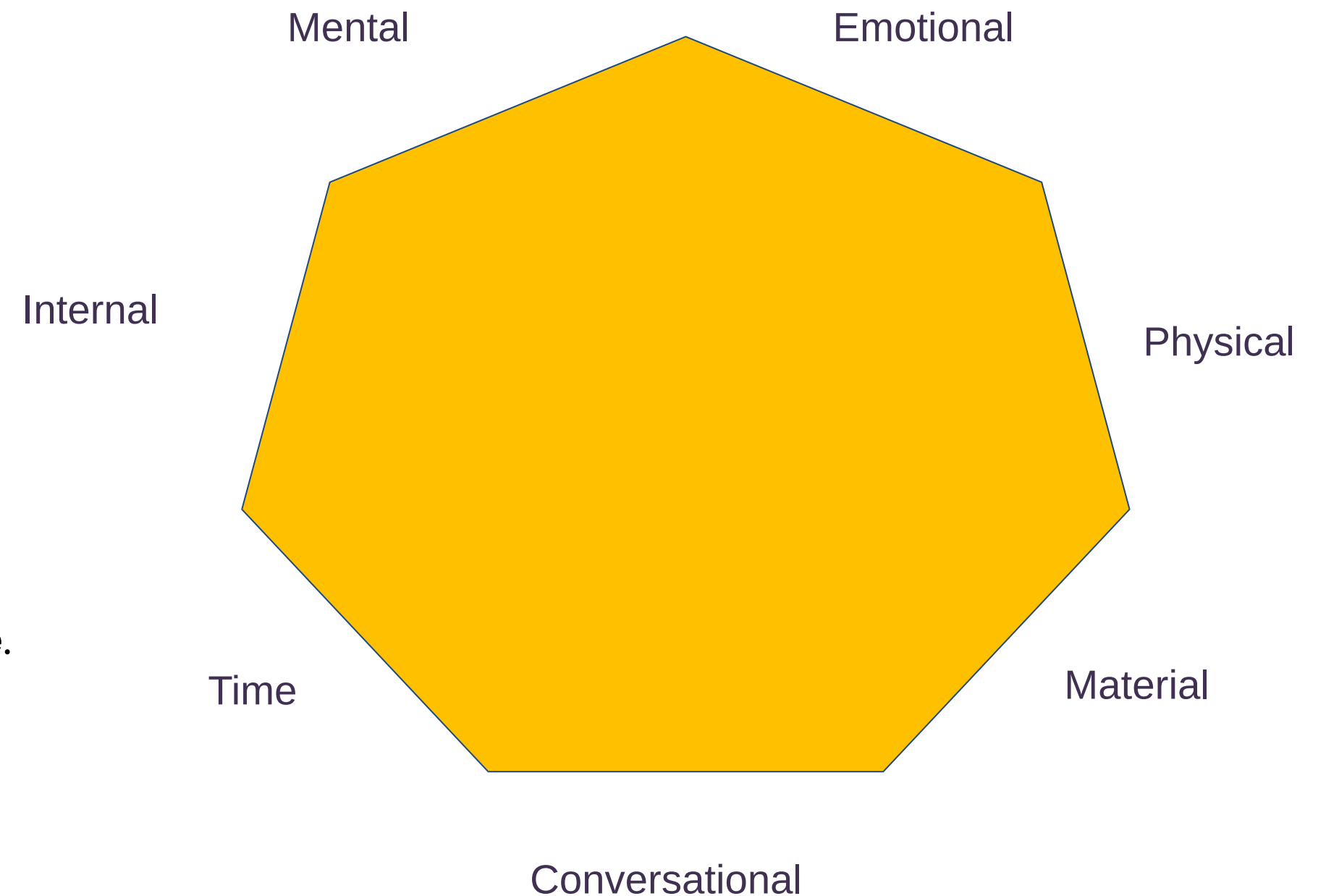
Personal space/Your body. I prefer to shake hands than hug thank you.

I'll rather sit over here thanks as I like to have more space.

Material

Giving/Lending to others

I'm not in a position to give that to you at the moment.



Conversational

Topics you are comfortable to discuss.

I would rather not be part of this conversation

Please don't speak like that when I am here

Time

Limited resource

I can spend 30mins on this. I will look at my schedule and get back to you.

I am at full capacity right now thanks for asking me.

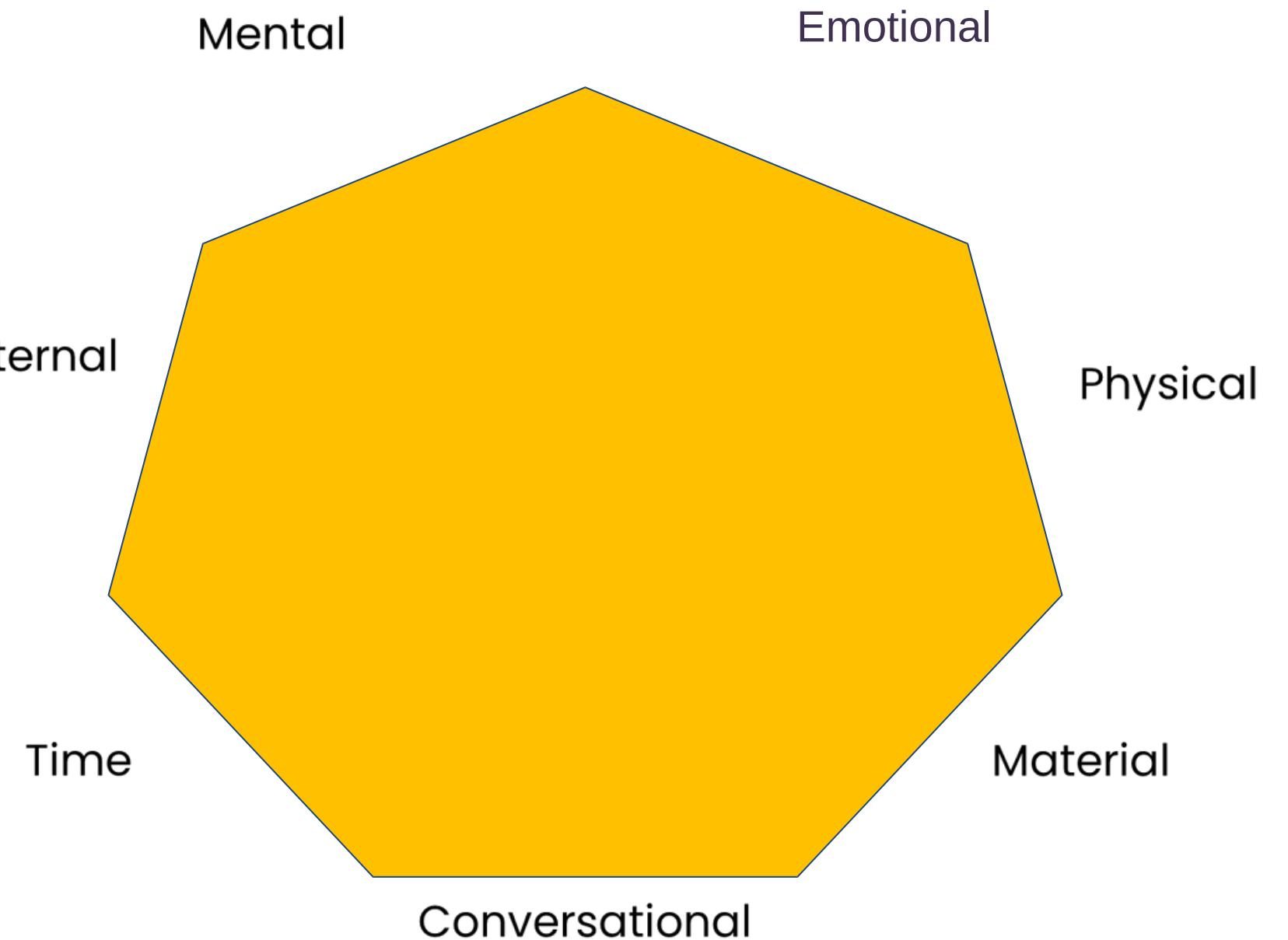
Decline what cannot do

Internal

Aware and manage own thoughts, emotions

Self sabotage, habits, actions

Know what you need, what energises/drains you motivates/stresses you.



Common Difficulties Implementing Boundaries

Belief expressing and fulfilling your needs is selfish

Fear of being judged as demanding

Don't want to disappoint others

Comparison to others

Guilt of saying no

Want to fit in/FOMO

Feel it's expected/pressurised

Flexible working hours/hybrid/remote - blurred lines

Technology trap- non-stop

Self employed/Perfectionism/Caregiving role - difficulty switching off

Workaholic - I love my work, it's my life

Partner - They are my life!

All Tolerations Have A Boiling Point



The Personal Cost

Unhealthy relationships/conflict

Mistreatment

Resentment

Frustration

Avoidance

Manipulation

Stress

Overwhelm/exhaustion/burnout

Anxiety/Depression

Lower self esteem

Exploitation/abuse



Saying No Is A Skill

Every Yes and Every No shapes your reality.

When you say yes to one thing,
you are saying no to something else

Before you answer -
consider your values and priorities.

Communicate clearly, confidently and respectfully

Be clear - State need - Accept feelings of discomfort

Assertive Prompts

I am not comfortable with

That doesn't work for me

I can't help today however next week

I need

I can't right now but if anything changes I'll let you know

Thanks for asking me however ...

Let me get back to you

I need to check my schedule

This isn't ok for me

Assertive Prompts

I am not the right person to do this at the moment

I can stay for one hour

I understand this is important/hard for you however

I don't have the capacity to support you right now

This is a topic I'm not willing to discuss

I will reply to that on ...

Please do not

Reflection & Action

What are your top takeaways from our session to

What would you like to do to support forming,
strengthening & maintaining healthy & positive
relationships in your life?



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QUESTIONS & ANSWERS?

Ask Away!

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