



## Timely Information for Personal Success

# Building Better Business Relationships

By Van Moody

**A**lthough relationships are a fundamental part of the business world, our dealings with co-workers and superiors, as well as clients and customers, are often riddled with strife. Difficult workplace relationships can cause anxiety, burnout, depression and even physical illness.

While it's easy to blame the other person in a distressed relationship, it's far more effective to build a mindset that helps us to better understand and control our professional relationships. The following are some suggestions:

❖ **Don't hide.** While secret identities might be fun in the movies, a person who harbors secrets, and hides their fears, and beliefs from others will never be able to enjoy an authentic relationship. Being real and authentic with others and even making yourself vulnerable from time to time can foster tremendous emotional connections, including all-important trust, and forge unbreakable bonds.

❖ **Don't tweak the truth.** Even slightly altering the truth is one of the most destructive forces that can permanently damage a personal or professional relationship. Keep your work relationships transparent and honest to build trust with your superiors, colleagues, and customers.

❖ **Don't repeat the past.** The past should not define a person, and there is no reason to keep looking back. While previous events and actions might

be a life lesson, the nature of every journey is to move forward. Don't repeat actions that did not produce the intended results; instead, focus on new choices that will produce more desirable outcomes.

❖ **Don't be a "taker."** All relationships involve give and take, so it is important to recognize when each relationship could use more of a giving spirit. When we think about what we can do for others instead of what they can do for us, we get to the heart of successful interactions.

❖ **Don't forget who and what really matters.** The most valuable people aren't always the most visible. All too often, those taken for granted are lifesavers that silently help us achieve goals, provide encouragement, or offer important insights. ■

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## Healthy Recipe: Sautéed Chicken Cutlets

### INGREDIENTS:

- 4 skinless, boneless chicken breasts
- 1 teaspoon kosher salt
- 1/4 teaspoon freshly ground black pepper
- 1-1/2 tablespoons olive oil

### NUTRITIONAL VALUE:

- Calories per serving: 202
- Protein: 33 g.
- Carbohydrates: 0 g.
- Sodium: 238 mg.
- Fiber: 0 g.
- Fat: 7 g.
- Saturated fat: 1 g.

### DIRECTIONS:

- 1 Place breasts between wax paper or Saran™ wrap and flatten with a mallet.
- 2 Season chicken with salt, pepper, and then drizzle with olive oil.
- 3 Place a sauté pan large enough to accommodate all cutlets over medium-high heat. Add cutlets and lower heat to medium. Cook until well-browned on one side, about 4 to 5 minutes. Turn cutlets over and cook for another 2 to 3 minutes.

Serving size: 1 cutlet.

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## Questions and Answers

### Conflict vs. Bullying

*Q: You hear so much today about workplace bullying, but workplace conflicts are inevitable. What's the difference?*

**A:** Conflict can occur between any two people of relatively equal power and is typically not a repeated pattern of behavior. Conflict, in fact, can be helpful if it is done with respect for each other's opinion and leads to improvements in the workplace.

Bullying, on the other hand, is about power. Workplace bullying can be difficult to prove. However, determining if workplace bullying is, in fact, occurring is the first step in resolving the problem. The following are among signs of bullying:

❖ **Your work is never good enough.** Bullies can mask their behaviors through work and assignments. By stressing unrealistic quality and demands, they're able to use their authority to exert power over the target.

❖ **Demands and expectations are like a "moving target."** If they place unrealistic demands on you or change their needs without reason, you may be dealing with a bully – especially if this person is your boss. Remember: Bullying is **not** a management style. ■

*Source: Karla Good, Center for Health Promotion and Disease Prevention.*

## Training is Vital

OfficeTeam offers five tips to help professionals keep their skills current:

❖ **Assess resources.** Find out what types of training opportunities are available within your company and whether tuition reimbursement is offered for external courses. You also should explore low-cost options such as online programs and books.

❖ **Join professional associations.** Industry groups often conduct workshops and educational sessions where members can update their business knowledge and abilities. These events, whether in-person or online, also provide an avenue for networking and sharing ideas with others in your field.

❖ **Take on new challenges.** Talk to your manager about getting involved in projects outside of your normal responsibilities. Volunteer for assignments that stretch your skills.

❖ **Find a mentor.** If your employer doesn't have an in-house mentoring program, look for someone inside or outside the company whose expertise you admire, and ask if he or she will assist you.

❖ **Help others.** Volunteer on committees or for leadership roles at organizations where you can develop skills that not only benefit the group but also are applicable to your job.

"Professionals need to continually adapt to industry developments and expand their abilities so their job skills remain relevant," said OfficeTeam Executive Director Robert Hosking. "If their employer does not offer training options, workers should look for outside learning resources." ■

*Source: OfficeTeam ([www.officeteam.com](http://www.officeteam.com)).*