



BCS 119

Building Relationships

Revision date 4/25/2025

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Learning Objectives



- Discuss the top ten list of characteristics people seek in a positive relationship
- Explain one way to measure relationships
- Explore possible mistakes that can harm relationships
- Explain how to rebuild a damaged relationship

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Commissioner Encounter Activity



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Rhetorical Questions



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Relationship Quotes



“The most important single ingredient in the formula of success is knowing how to get along with people.”

- Theodore Roosevelt

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Relationship Quotes



“You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you.”

- Dale Carnegie

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Top 10 Relationship Characteristics



Appreciate people's worth

Empathetic

Communicate openly

Listen

Positive

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Top 10 Relationship Characteristics



Reliable

Trustworthy

People person

Understanding

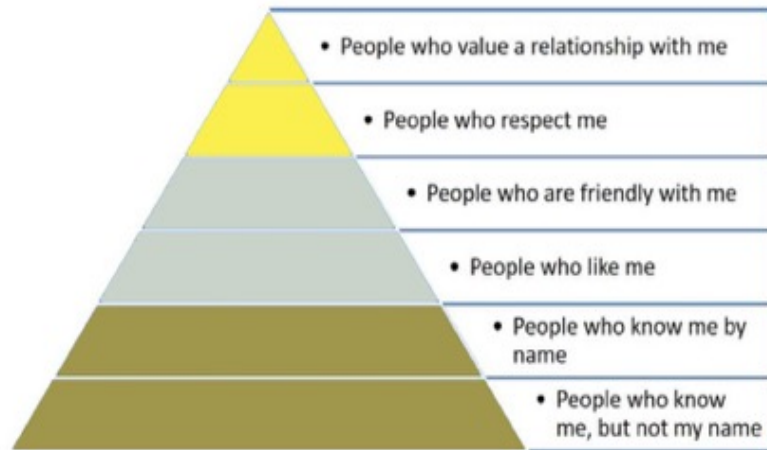
**Willingness to find
common ground**

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The Relationship Pyramid



The Relationship Pyramid



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Three Step Process



- Have the right mindset
- Ask the right questions in the right way for the right reasons
- Do the right thing to avoid undermining the goodwill you build

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Personal Interest



What are some questions a
commissioner
might ask to get to know
the personal side of unit leaders?

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Role of the Commissioner



Friend



Representative



Teacher



Doctor



Coach

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Commissioners Build Relationships



- **Roundtable Commissioners**
- **District Commissioners and Asst District Commissioners**
- **Council Commissioners and Asst Council Commissioners**

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Mistakes that can Harm Relationships



- **Not saying "Thank You"**
- **Forgetting to follow up**
- **Thinking and talking too much about yourself**
- **Stop listening**
- **A slip of the tongue**
- **Violating a confidence**

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Rebuilding a Damaged Relationship



- Recognize what went wrong without assigning blame
- Be humble and explain simply and honestly what went wrong. If you need to apologize - do it.
- Keep your word - be open - be genuine

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Summary



Building relationships does not always come naturally.

**Relationships of any worth
can be planned, take time, and
require persistent effort.**

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**Questions?
Comments!**

