

DCS 519 – Turning Relationships into Partnerships

Top 10 Things that people want from a relationship

Appreciate People's Worth - Genuine:

Demonstrate that you accept people for who they are - be open - learn about a person's culture or background. When you show another person that you want to know about them, they are more likely to be open to you. Be genuine.

Commissioners work with a variety of people.

Empathetic - Unselfish - Giving:

Put yourself in their position to **appreciate their point of view**. Take time to recognize and work with their emotional state. You can adjust your body language to appear open as well.

Commissioners are there to serve others.

Communicate Openly - Knowledgeable:

People need to talk. Set aside time to talk about the way things are going. Ask open-ended questions. Be willing to speak about important issues openly and **stick to the issue**. Be open and honest, and don't talk too much, especially about yourself. Share information that will be useful to them.

Commissioners link unit needs to the district and assist units in solving their issues.

Listen - Demonstrate interest - Inquisitive - Quiet:

It's very important to remember to keep your arms open, not folded, to convey to others that you are open to their ideas. Give feedback to the ideas being shared. Asking questions about their ideas also indicates interest. Know when to be quiet.

Commissioners listen more than they talk.

Positive - Upbeat – Optimistic:

When asked weekly, "How are you?" a man in the bowling league often answered with a complaint, and most league members avoided contact with him. Someone then changed the question to, "Did anything good happen to you last week?" He responded that he had bowled a 265, and almost immediately, others joined in the conversation. His positive remarks made people more accepting of him, and they all learned much about this individual they hadn't known.

Commissioners who find and compliment the positives are more likely to be consulted when issues arise.

Reliable - Be honest – Do what you promise to do:

If you don't know an answer, be honest and admit it. Perhaps you don't know the answer, but you may know someone who does. **"I'm not sure. I'll get back to you."** will earn respect and trust from others. But **make sure to follow through and get back to the person in a timely manner.** If it takes longer than expected, update your contacts, letting them know that you haven't forgotten them and are working on it and will be in touch.

Good commissioners will find the answer and follow up.

Trustworthy – Build trust – Earn it:

Trust is not given freely; **it must be earned**. Building a positive and trusting relationship takes time, and we must feel confident that when we discuss confidential matters, we can trust others to keep them between us. When this trust grows, we feel more comfortable asking difficult questions, discussing our struggles, and asking for help. One must develop and maintain trusting relationships with volunteers and professional staff in scouting. Nothing will result in a relationship breakdown faster than breaking someone's trust.

As commissioners, we are asked to be friends with the unit. Trust is essential for a commissioner's success.

People Person - Caring – Easy to talk to:

Think of all the people you know. People like to be around others who have a caring and upbeat attitude. They want to be around those who are easy to talk to about their successes and struggles.

Commissioners encourage others by being upbeat and rallying others to be optimistic about overcoming obstacles.

Understanding - Objective - Unbiased - Respect other's point of view:

Understanding other people by looking at things from their point of view and recognizing their emotional attachments to their opinions will open communication. Remember the gentleman from the bowling alley? It was understood that all he wanted to do was talk with people—he wanted something to say. The members of the league were empathetic to his need. They helped to focus the direction of his remarks, which made it easier for him to fulfill his needs.

Commissioners appreciate various points of view and are impartial, open-minded, and sensitive to the needs of the units they serve.

Be willing to find common ground - persistent, but not aggressive:

When introducing people, it is natural to say, "Tom, this is Harry, and like you, he is a backpacker!" Common ground.

Asking open-ended questions to uncover some personal information will help establish rapport. You might discover a school experience, a Scouting event, or a hobby that you have in common.

Good commissioners get to know their units' leaders personally – beyond their Scouting roles.