

Creating an Environment Where Positive Relationships Thrive

Objectives

- Define positive relationships and why they are important at work.
- Discuss ways to deal with team conflict and manage difficult feelings in the workplace.
- Identify how to handle difficult or uncivil customers/clients.

Defining a good relationship

There are lots of different positive relationships, but workplace positive relationships will all have certain things in common

- Trust
- Respect
- Self-awareness
- Inclusion
- Open communication

Why are positive relationships in the workplace so important

- Morale
- Productivity
- Freedom
- Opportunities

Which relationships are most important

- Relationships between bosses and employees
- Key stakeholder's
 1. Your team
 2. Suppliers
 3. Customers

Managing conflict on your team

- Open door policy
- Determine the severity of the situation
- Encourage employees to work out amongst themselves

Managing conflict on your team continued

- Take action when necessary
- Listen to all parties involved
- Document the incident if necessary
- Get insight from your internal policies
- Create a comprehensive solution

When to get HR or other outside help involved

- Staff are threatening to quit
- Morale is being affected
- Disagreements are getting personal or disrespectful
- Work flow is being interrupted
- Company's success is threatened

Dealing with incivility outside of your organization

- Don't encourage employees to reciprocate
- Help employees avoid submissive and inauthentic reactions
- Remind employees they are not the direct cause of the incivility
- Encourage employees not to take it personally
- See customer incivility as a challenge to promote personal and professional growth
- Provide employees with resources and tools to problem solve and go above and beyond

(can we make this specific slide bring up the title and then the rest come up after I hit enter to bring them up?)

Your Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

CONFIDENTIAL INFORMATION

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.