



BEHAVIORAL EQ® Explorations

Building Relationships

TRACOM's Behavioral EQ Model™ is based on the latest research in both brain function and performance. It focuses on the most important elements of Emotional Intelligence and those that can be successfully developed. The Model consists of four dimensions which house the fifteen various core competencies. The Behavioral EQ Explorations series takes a closer look each of these core competencies. This whitepaper focuses on Building Relationships.

Building Relationships is an essential component of the Behavioral EQ Model. It is the ability to develop and maintain meaningful and positive relationships with others. It is an indicator of skill at building formal and informal networks and mutually beneficial relationships, building good rapport with others, and instilling a sense of trust. Those with enhanced Building Relationships skills are trusted by others because they invest time in developing strong, positive relationships. They are skilled networkers allowing them to build close relationships with contacts.

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



Relationships are Important

In the world that we live in, it has become the norm to rely on technology to stay in touch with others. An increasing number of people are more comfortable communicating through text than in person. While it's often easier and seems more efficient to conduct business with others through email, it is impersonal and can even damage relationships. One study found that about half of email recipients misinterpreted the message.ⁱ With so much room for misunderstanding, the importance of maintaining good relationships cannot be overstated. People who are good at building relationships are skilled networkers who develop contacts, earn others' trust, and maintain positive, close relationships with others.

No matter what type of work you're doing, whether your team is spread across the globe or you see them every day, building good relationships takes effort, but the payoffs are worth it. According to the Gallup Organization, people who have a good friend at work are much more likely to be engaged in their jobs.ⁱⁱ Human beings are naturally social animals – we need friendship and closeness with others. The better our relationships with co-workers, customers, and others at work, the happier and more productive we're going to be. Good working relationships have other benefits: We're more likely to influence others to our causes, and we're more innovative when collaborating with others. Good relationships are also necessary for career development. If your boss doesn't trust you or get along with you, it's unlikely that he or she will consider you for promotion or development opportunities.



Strategies to Develop Good Relationships

Try out these strategies for enhancing your relationships.

- **Simply stay in touch**

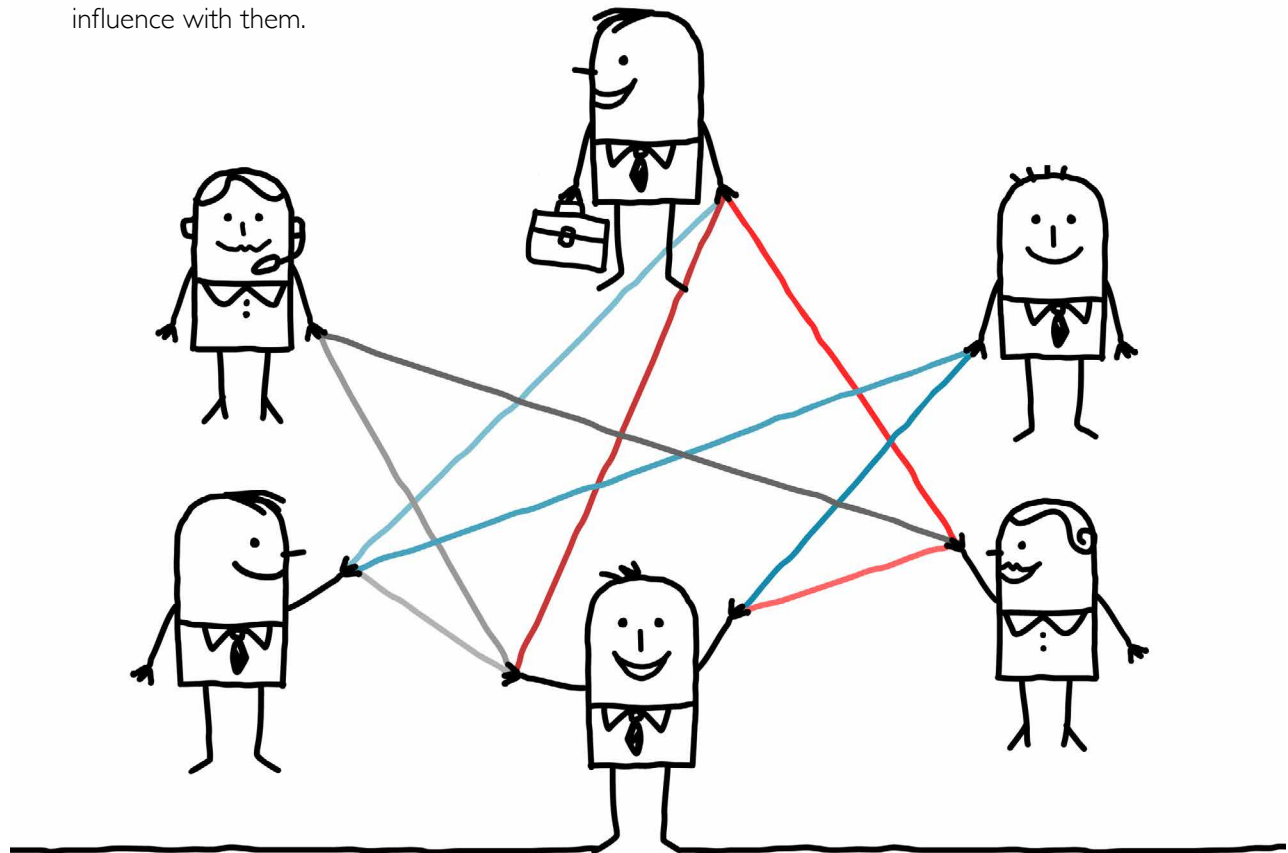
Many of us fall into the habit of only contacting people when we need something from them. Don't be that person. For people you don't see regularly, reach out every now and then just to say hello and ask what they're doing. You might be surprised at what you learn, and it will strengthen your relationships.

- **Make new acquaintances**

The more people you know and are connected with, the more opportunities you might find. Identify one or two new people with whom you'd like to establish a relationship, then develop a plan to make it happen. For instance, ask them to lunch and make this a habit by having lunch every month. This will lead to familiarity with one another and will help them to become aware of your motivations and abilities.

- **Be open**

Ask your co-workers, customers, and others how you can better help them. This level of openness and candidness strengthens relationships by involving others. Also, don't be shy about asking for others' advice. Most people are grateful to be asked for their input, and doing this actually enhances your influence with them.



About TRACOM Group's Behavioral EQ Model™:

TRACOM Group's Behavioral EQ Model is the third generation of Emotional Intelligence, focusing on skills that are most related to performance and that can be practiced and developed. This model encompasses emotional intelligence (this refers to how well we perceive and understand our own emotions and the emotions of others) and behavioral intelligence (this refers to how well we manage personal behavior and relationships). Behavioral elements of our Behavioral EQ model are the most important because these skills are visible to others and most strongly predictive of job performance and career success.

Learn more about TRACOM's Behavioral EQ Model and the other elements that comprise the model [here](#).

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- ⁱ Kruger, J., Epley, N., Parker, J., & Ng, Z. (2005). Egocentrism over e-mail: Can we communicate as well as we think? *Journal of Personality and Social Psychology*, 89(6) 925-936.
- ⁱⁱ <http://www.gallup.com/businessjournal/511/item-10-best-friend-work.aspx>

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