



BUILDING BRIDGES

We're In This Together

Set the right tone — Promote win-win versus win-lose — Focus as much on the process as on the end result
Expect to date before getting married — Emphasize what can be achieved rather than what *can't* — Be the first to give of yourself — Work hard individually; benefit mutually — Assume that others have your best interests at heart — Secure small wins to build momentum — Look at things from others' perspectives
Spend as much time listening as hearing — Ensure that everyone is on the same page — Show as much respect as you want to receive in return — Compliment people in public; criticize them in private — Listen to others' thoughts before presenting yours — Protect everything said in confidence — Build on mutual agreement and areas of common interest — Lead through buy-in rather than intimidation — Spend equal time understanding and persuading — Celebrate as a team — Discourage cliques — Be open, honest, and transparent — Encourage "we" rather than "us versus them" — Discourage grandstanding — Never back anyone into a corner — Forge a relationship built on trust — Don't succumb to pettiness — Maintain momentum — Don't make backroom deals — Prohibit destructive behavior — Play nice or don't play — Be fair at all costs — Keep your promises — Make everyone look good — Separate the issue from the person — Never win at the expense of the relationship — Watch others' backs and they'll watch yours in return — Park your ego outside — Find the merit in others' arguments — Take the high ground, especially when you have the upper hand — Compromise your position, but not your principles — Be civil and respectful of others' views
Demonstrate good faith — Prove your intentions through actions rather than words — When in doubt, do what's right — Remember, trust takes a long time to develop, but it can be lost in seconds