

Leader Tips

Healthy Relationships


building a stronger
team

- Healthy relationships are a fundamental part of our health, well-being and effectiveness at work
- Relationships at work are essential to team cohesion, collaboration and a work culture that promotes success.
- One of the key roles for leaders is to deliver *through other people*. Developing and managing relationships becomes a primary responsibility of a leader. Sometimes it's not as much about *what* you accomplish as it is about *how* you get it done.
- Some important considerations for leaders building healthy relationships include:
 1. **Establishing trust** by demonstrating a commitment to your work and your team, open transparent communication, consistent behavior, sincerity and emotional intelligence.
 2. **Showing empathy** by working to understand others, stepping into their shoes and letting people know you are sincerely interested and concerned about what is important to them.
 3. **Establishing healthy boundaries** through a balance of structure and formality along with taking the time to get know those around us- and letting them get to know us.
 4. **Navigating difficult conversations** by understanding the things that make conversations uncomfortable for us, building trust, recognizing the impact we have on others, and managing any risks that come with the conversation.
 5. **Resolving conflicts** by using the right strategy at the right time, communicating effectively, forgiving mistakes and keeping a healthy perspective when challenges arise.

Leaders are encouraged to consult often about building healthy relationships with their leaders, HR and mentors.

Caterpillar's Employee Assistance Program (EAP) is a valuable resource for leaders to, a) refer employees who are having relationship problems and b) gain consultation on building relationships with their teams and coworkers.

For confidential support, free of charge, contact Caterpillar's Employee Assistance Program (EAP):

 1-309-820-3604

 EAP.cat.com

 1-866-228-0565

 CaterpillarEAP.com

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