



newsletter

content summary

featured article

In the month in which Valentines day falls, this months featured article 'Working Relationships' focuses on the associations we have with one another and their importance in relation to our personal and professional success and happiness.

kendra news

We are in negotiations with a company to develop a state-of-the-art service that will help to reduce costs to the end consumer. Also, a client in Malaysia has requested our assistance in order to facilitate an ongoing project and workshop.

notice board

Our latest company announcements appear on the notice board. If you have any comments about the newsletter or content/topics that you would like to see in future issues, please let us know!

time for a change

Bored? Fed up? Why not take some time out and challenge yourself with this months, just for fun, crossword and trivia quiz both of which have a love and relationship theme.

Finally, you still have a chance to win an ipod nano or digital camera!

Welcome to the second edition of Kendra Consultants monthly newsletter. Our article this month, 'Working Relationships', focuses on the relationships we have with one another and how we can improve on them leading to more successful and fulfilling lives. We also have our usual news, notice board and 'time for a change' sections plus there is still a chance to win the choice of either an ipod nano or a digital camera by registering on our website.

Working Relationships

The relationships that we have with the people in our lives, both personal and professional, will go a long way in determining how happy we are as individuals. No matter what the level of your education, your title or your life experiences, the fact remains that if you are unable to 'play' well with others you will inevitably struggle to achieve your personal and professional goals.

Relationships can take on a multitude of forms and society itself consists of an intricate web of relationships. Have you considered your own relationships with the people in your life? Can you improve on any of them to help enhance your own life and that of others?

"The quality of your life is the quality of your relationships"

Anthony Robbins

It seems appropriate that this month, in which Valentines day falls, we take a closer look at the relationships we have with one another and how they can be improved for a more fruitful and rewarding life. The majority of us, at some stage in our lives, will be involved in differing types of relationship whether they be casual, romantic, family orientated, professional or friendships. Some will be far more important to us than others but there are some underlying fundamental principles that are common to all forms which we will discuss later.

This is the month that one such relationship is celebrated.....that of love and attraction between two human beings. A time of year when the lonely hearts long for the letterbox, or the inbox, to be bombarded with cards and emails from admirers and others hope that the only card they receive isn't from the mother or the dreaded 'ex'. So why do we celebrate St Valentines day? Well, for those of you that may have forgotten, the special day falls on the 14th of the month (still time to get the card and flowers or arrange that romantic trip to Paris) and is named after two Christian martyrs, both named Valentine. It is a day on which admirers, sometimes anonymously, can express love for one another through the sending of cards, emails or flowers. It is estimated that nearly one billion Valentines cards are sent each year, the majority of which (85%) are sent by females!

Relationships of the heart, arguably the most cherished to us, are only one type of relationship that we, as individuals, will be involved in our lifetime. In this article we will focus on professional working relationships, their importance and the ways in which they can be enhanced.

Effective working relationships form the cornerstone for the satisfaction you can gain from a career and the success that you may ultimately achieve. By forming effective relationships with colleagues, peers and those influential to our overall success, career progression through promotion, pay increases, goal accomplishment and overall job satisfaction are far more likely.

Working Relationships.....

There are several key points that are fundamental in the process of developing good working relationships and to overcome the obstacles that may be hindering existing relationships:

Clear Conception of Self

It is important to know yourself, who you are and what you are about. It is a common trait to be able to find fault in others but not ourselves. If we can analyse our own habits and be aware of our own weaknesses and limitations we can become more accepting of others.

Personal Impact

We can, at times, be unaware of the impact that we can have on others, both in a positive and a negative way. For example, many people act differently under stress and become less tolerant of others. Be aware of the potential impact you can have on colleagues and how you can manage situations more appropriately if you do become stressed.

Personal History

Our previous experiences can strongly influence the way we act so it is also important to be aware of any hidden prejudices that may be lurking beneath and try to treat each new situation with an open mind.

Relationships need to be positive, co-operative and respectful. Mutual understanding is at the core of any solid and successful relationship whereby both parties understand each others needs and are willing to listen. Listening leads to understanding. By actively listening and acting on the feelings expressed you are demonstrating the respect to the other individual that can allow the relationship to prosper and progress.

Extensive research has been carried out in the past and continues today in regards to effective working relationships and how understanding the differing types of personality can support such relationships. Katherine Cook Briggs and her daughter Isabel Briggs Myers developed the Myers Briggs Type Indicator during World War II. The MBTI® is a personality test designed to assist a person in identifying some significant personal preferences. The processes behind this are based on Carl Jung's theories in his 'Psychological Types' work. By undertaking such tests we can begin to understand ourselves to a greater degree, identify strengths and weaknesses and hence improve our relationships with others.

Below are some tips on how you can form the foundation for lasting and rewarding professional relationships with your work colleagues:

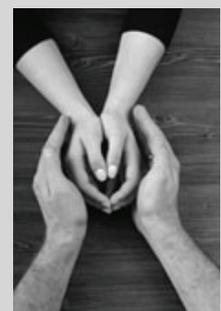
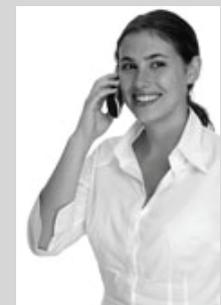
- Offer solutions to problems. It is far easier to identify problems without the necessary solution suggestions. In order to gain the respect and admiration of colleagues and peers, challenge yourself to offer thoughtful insights.
- Pay close attention to your verbal and non verbal communication skills. No matter what mood you are in, try to act and talk respectfully to others. It can take very little to destruct a relationship you have with another through an ill-timed comment or act.
- Keep your commitments - the work of others can often be effected if you fail to do so. If you can't honour a commitment then notify the other person, explain the reasons behind the cancellation and offer an alternative convenient time.
- Thank, reward and recognise the people who have helped you and share the credit for accomplishments. People will help and trust you knowing that you have given credit where credit was due.
- Value other's talents and skills. We each have a set of attributes that are unique to ourselves (whether or not these are used in work is another matter). Recognise and praise others for the skills and contributions that they can offer.

It is not only individuals who can benefit from improved and more effective working relationships. For organisations to achieve their goals and objectives, the work of each individual within the organisation needs to be linked in coherent patterns of activities and relationships. If these activities and relationships are not established, nurtured and maintained, the success of the organisation as a whole will undoubtedly be adversely effected.

As is often the case in the workplace, we have the technical resources and materials to solve the vast majority of the problems that we face but what is often lacking is recognition of the fact that improvements can be made and the willingness and the skills to work together.

Concluding Comments

We all should want to aim to improve our interpersonal relationships so that they are positive, clear and empowering. By forming effective relationships, both in personal and professional terms, we can lead far more satisfying, happy and successful lives. In turn, organisations can also become more successful through colleagues working harmoniously together.



kendra news

We are engaged in an ongoing project with a global oil company overseas in Malaysia. The client has requested our presence to help with two aspects of the project. Firstly to facilitate our ongoing involvement in the project and secondly to organise and manage workshops on behalf of to the project. The workshops, that utilise role plays, will help us understand the problems in regards to the deployment of the project and gives employees the chance to raise any issues that they may have.



We are currently in negotiations with a company with the view to developing a state-of-the-art service. This new service aims to deliver a more flexible, efficient and less time consuming approach to the end consumer and is based on the automation of the vast majority of the business processes used. The deployment of such a service would result in a significant step change in the way this company, and the industry as a whole, operates.

notice board

Welcome to the kendra notice board, we will use this area each month for the following:

- Company announcements that may be of interest to our readers.
- The names of the winners of competitions will appear here. **Have you registered on the website for your chance to win the choice of an ipod nano or a digital camera?**
- Comments and any content issues that you would like addressing.
- We will run regular web polls, the results of which will also appear here.

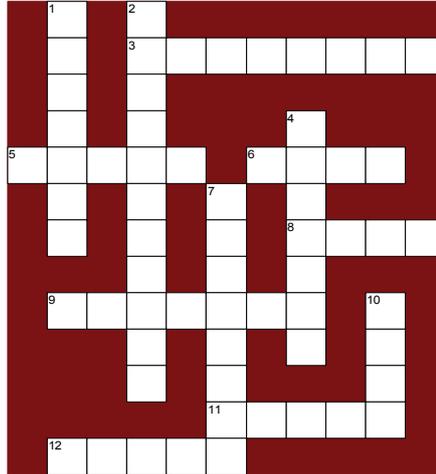


time for a change

words work

Across

3. Star sign Valentines day falls under (8)
5. Organ most associated with love (5)
6. Flower of love? (4)
8. Spanish word for love? (4)
9. Term meaning related to the heart (7)
11. God of Roman love? (5)
12. Friendship or a good relationship (5)



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Down

1. Given on Valentines day? (7)
2. Feeling of friendliness with colleagues (11)
4. Short term love between two people (7)
7. Closeness (8)
10. Connection (4)

cranium central

1. Who is the Roman God of love?
2. What does the 'V' stand for in DVD?
3. What city was home to Romeo and Juliet?
4. Name the largest artery in the human body?
5. What does Myers Briggs Type Indicator relate to?
6. In which city to Hearts play their home football games?

Why not have a go at our topical crossword or test your general knowledge with this months posers. Answers for the crossword and quiz are revealed on our website at: www.kendra.co.uk/solutionsfeb07.htm

Win a choice of an ipod nano or a digital camera!



www.kendra.co.uk/resources.htm

We are giving away a choice of two great prizes! (either an ipod nano or a digital camera) to coincide with the launch of our website and newsletter last month.

By registering your details (simply your name and email address) on our website to receive periodic company updates, we will automatically enter you into the draw. At the end of February one lucky winner will be drawn from those that have registered.

Why not send on the registration link to friends and associates to give them the chance of winning? Go to our **'Resources'** section of our website.

Your details will not be passed on to any third parties and you can unsubscribe at any time.



and finally.....

I was at the airport, checking in at the gate, when the airport employee asked, "Has anyone put anything in your baggage without your knowledge?" I said, "If it was without my knowledge, how would I know?" He smiled and nodded knowingly, "That's why we ask."