

GITAM University
Directorate of Learning and Development
Department

EMOTIONAL INTELLIGENCE AND REASONING SKILLS

CLAD 1001

SELF LEARNING MATERIAL

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Unit IV: Relationship Management

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1.0. Objectives

After reading this unit, you should be able to:

- Define Relationship Management (RM).
- Understand RM Competencies.

1.1 INTRODUCTION

Meet Andy Dufresne from the movie Shashank Redemption.



He gets convicted for a double murder, which he didn't commit, and lands in prison for a lifetime.



He stays in prison for 19 years. Right from his initial days, he slowly starts digging a tunnel in his prison cell to escape. After 19 years, he becomes a free bird.



The movie is not about this. It's about something else. It's about the way he manages the relationship in these 19 years with his inmates.

When Andy comes to prison, he loses his reputation, family, job and above all his freedom. That's sufficient for a person to lose his mind and feel hate towards the world. But this guy was different. This movie is all about how he spends those 19 years in prison.

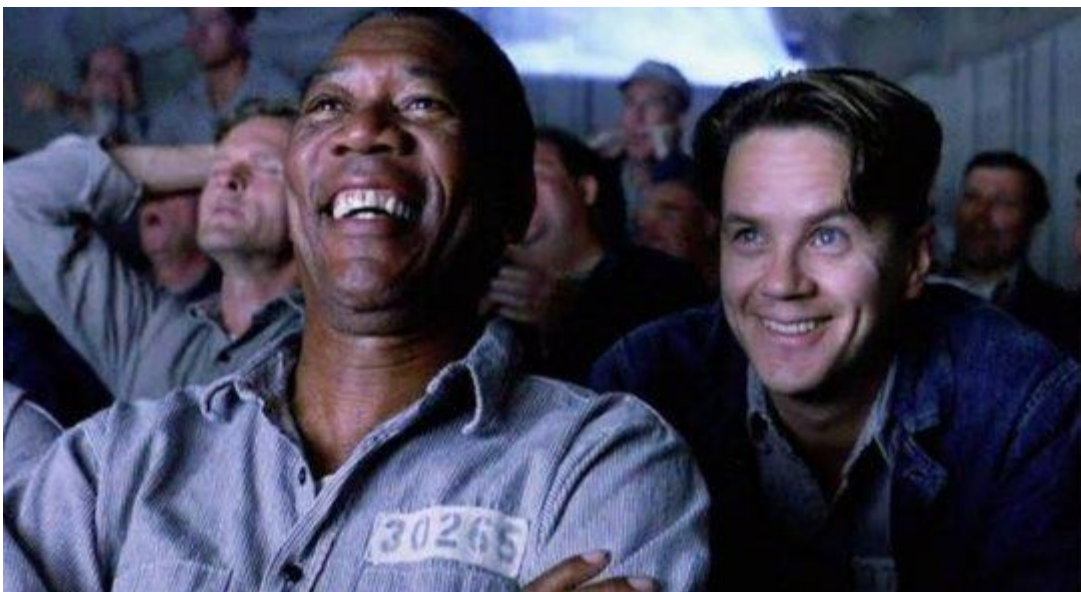
He keeps his calm.



He makes friends.



He enjoys good moments.



He creates some good moments.



He writes a letter every week for 6 years to build a library inside the prison.



Above all, he lives a happy life for 19 years with all his difficulties, problems and hurdles intact.



He does all these things along with digging the tunnel.

If you focus on the journey, circumstances will become the product of you. In this way, you are more likely to achieve the goal without losing the basic aspects of life. This is what true success is.

And if you focus only on the result, you will become a product of your circumstances. In this way, you may or may not gain the desired output. However, you will definitely lose all the basic aspects of life.

One shouldn't lose his hand in the process of gaining a watch. Here's an example.

A lot of young people live away from their parents for education and continue to live away from them even after getting a job. I can understand the circumstances.

However, when you grow old, when you lose your parents, you will feel guilty for becoming the product of circumstances. You will feel guilty for being a paper boat, which goes wherever the water takes it. Audrey sets a great example for us here...

He didn't allow circumstances determine his behaviour towards others. He didn't allow circumstances take away his happiness. He was well aware of his own emotions and regulated the way he expressed it, and managed to have a wonderful relationship with the people around him. That's essentially the idea for the topic [RELATIONSHIP MANAGEMENT](#).

Relationship management is the fourth pillar of Emotional Intelligence. “Once you begin to look to others with understanding instead of judgment, the fourth pillar will be underway.”

1.1.1 What is Relationship Management?

Relationship Management is the awareness of your emotions and the emotions of others to manage interactions successfully.

Self-Awareness + Social Awareness = Relationship Management



1.1.2 Why Relationship Management is Crucial to Students?

It's always important to question why a skill or quality is important for you to develop, especially as a student whose time is often split between multiple commitments.

Well, in terms of importance, developing the ability to manage relationships in a healthy and positive way is one of the most crucial skills a student can gain.

Whether we like to admit it or not, relationships play a large role in the success of a student. This includes their advancement in levels, along with the current success.

To emphasize the importance of relationships to students, there are three critical ones that require attention.

The first one is the relationship you have with your parents.

Starting from an early age, this is one that will mould you. Your personality, confidence, self-talk, and resilience are heavily influenced by your parents. As you grow older, it becomes more important to continue to cultivate a relationship with them as support and encouragement.

Next is going to be the relationship you have with your teacher/trainer/faculty.

Never being one who gave much attention to this area, I learned the importance of the student-coach relationship too late. However, my mistake can serve as your lesson. This relationship will lead to more confidence on the court/field, more opportunities for learning, and their support in helping you reach the next level.

The third relationship is the one you have with your friends.

With this comes healthy competition, encouragement, and more enjoyment in your field. These three are just the beginning, with many more types of relationships playing into the success of a student. But they begin to show just how crucial cultivating the ability to properly manage relationships is to a student.

“Whether you like to admit it or not, relationships play a large role in the success of a student.”

1.1.3 Competencies of Relationship Management:

The competencies associated with relationship management are:

Influence - your ability to build a consensus and win people's support by being able to focus on what is important to others.

Leadership - be the person that others choose to follow.

Developing Others - by recognizing others' strengths and offering challenges to develop them.

Communication - plan your communications to ensure the right emotional tone is used.

Change Catalyst - be willing to question established ideals and initiate new ideas, recognizing when change is needed.

Conflict Management - realizing when a situation is heading towards conflict and taking quick and decisive action to resolve it.

Building Bonds - by cultivating an extensive network of colleagues, acquaintances, and friends that has mutual benefit.

Teamwork and Collaboration - defining your success criteria in such a way that everyone can make their own unique and valued contribution.

Now shall we relate these competencies to the Andy Dufresne we met before?



He gets convicted for a double murder, which he didn't commit, and lands in prison for a lifetime. He stays in prison for 19 years. Right from his initial days, he slowly starts digging a tunnel in his prison cell to escape. After 19 years, he becomes a free bird.



The movie is not about this. It's about something else. When Andy comes to prison, he loses his reputation, family, job and above all his freedom. That's

sufficient for a person to lose his mind and feel hate towards the world. But this guy was different. This movie is all about how he spends those 19 years in prison.

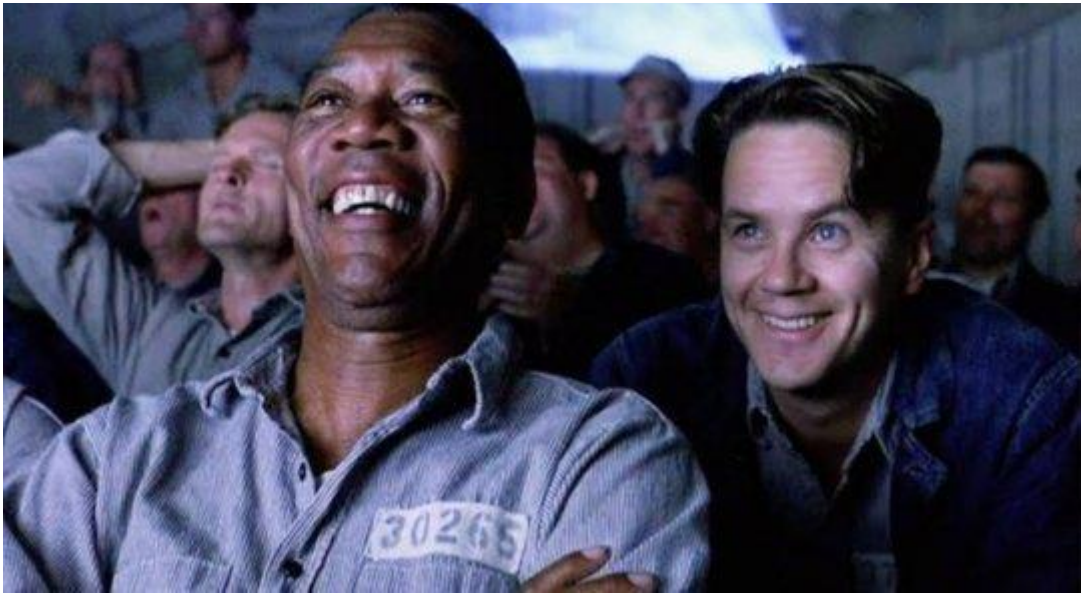
He keeps his calm. – [Self Regulation](#)



He makes friends. – [Building Bonds](#)



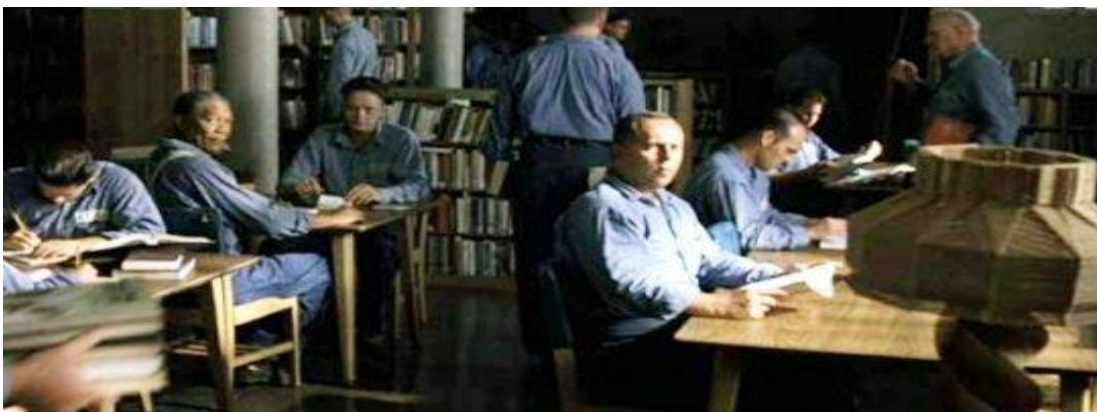
He enjoys good moments. - [Collaboration](#)



He creates some good moments. – [Influence and Teamwork](#)



He writes a letter every week for 6 years to build a library inside the prison. - [Change Catalyst](#)



Above all, he lives a happy life for 19 years with all his difficulties, problems and hurdles intact. He does all these things along with digging the tunnel. -

Conflict Resolution



Now that's relationship management for you.

“Relationships require an equal amount of attention. It's not good enough to simply plant a seed of friendship. You must be willing to water it with kindness, positive communication, and care.”

1.2 ACTIVITY

How good are you with drawing?

Now take a paper and pencil. Follow my instructions and keep drawing.

First draw *roots* and in each root name a person who helped you to grow in life.

Now draw *shoot*, I will tell you what to mention in the stem/ shoot later.

Next draw *branches* and name each branch after someone who helped you to establish your intellect.

Now it's time for *leaves* and name each leaf with a person who changed your life.

And now let's make the tree blossom. Draw *flowers* and name each flower after people who make you feel good.

And finally, it's time for *fruits*. Name each fruit after people who help you achieve your goals. (You can repeat the names as many times you want. You can repeat the names in different parts of the tree)

Oh wait, what will you name the *shoot* after? Put your name there.

Now you have the complete tree, and as you can see for you to be complete you need your roots, branches, leaves, flowers, and fruits.

And your relationship with them decides how strong your tree can be.



Is My Friend a *Good* Friend?

Read the list below and check the sentence if it describes your friend!

- ☐ They try to be there for me whenever I need them
- ☐ They share their feelings with me
- ☐ They let me know when they think I'm making a poor choice
- ☐ They try not to hurt my feelings
- ☐ If they do hurt my feelings, they always apologize
- ☐ They try to help me feel better when I am sad, anxious, or upset
- ☐ They care about the things that I'm interested in
- ☐ They are honest with me, and I can trust them
- ☐ They support me when I make good choices
- ☐ They respect my opinions
- ☐ They share and take turns with me
- ☐ They give me compliments
- ☐ They stand up for me all the time
- ☐ They speak kindly to me even when they're mad
- ☐ They encourage me even when I make mistakes
- ☐ They make time for me but give me space when I need it
- ☐ They listen when I talk about things that are important to me
- ☐ They do or say things to make me laugh and feel happy
- ☐ They say nice things about me when I'm not around
- ☐ They reach out to me whenever they need my help



If you checked most of these, that means you probably have a good friend! If most of these are unchecked, then you might have to question if your relationship with your friend is a healthy one.



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1.3 LET US SUM UP:

- Relationship management is the fourth pillar of Emotional Intelligence.
- Relationship Management is the awareness of your emotions and the emotions of others to manage interactions successfully.
Self-Awareness + Social Awareness = Relationship Management
- The three critical relationships a student will require are parents, faculty, and friends.
- Competencies of Relationship Management: influence, leadership, developing others, communication, change catalyst, conflict management, building bonds, teamwork and coordination.

1.4 GLOSSARY:

- The term *convicted* refers to having been declared guilty of a criminal offence by the verdict of a jury or the decision of a judge.
- The phrase *free bird* refers to a person who is not controlled by anything.
- The term *resilience* refers to the capacity to recover quickly from difficulties; toughness.
- The term *mould* refers to influence the formation or development of something.
- The term *catalyst* refers to an agent that provokes or speeds significant change or action.
- The term *colleagues* refer to an associate or co-worker typically in a profession.
- The term *acquaintance* refers to a person whom one knows but who is not a particularly close friend.

1.5 SUGGESTED READINGS:

1.5.1 Courtesy:

- [Relationship Management & Emotional Intelligence | Shortform Books](#)
- [Google Images](#)
- [YouTube](#)
- [Download Free Pictures & Images \[HD\] | Unsplash](#)

1.5.2 Reference:

- Emotional Intelligence, Bantam, 1997.
- Social Intelligence: The New Science of Human Relationships, 2007.

1.5.3 Video Links:

- [Secret Of A Long Lasting Relationship by Gaur Gopal Das - YouTube](#)