

Relationship Management

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Inspiration





I wanted to make somebody feel like
Coltrane made me feel, listening to it.

— Wynton Marsalis





Inspiration

Creates resonance between the person inspiring and those who are impacted. They articulate a vision in a way that others want to follow.

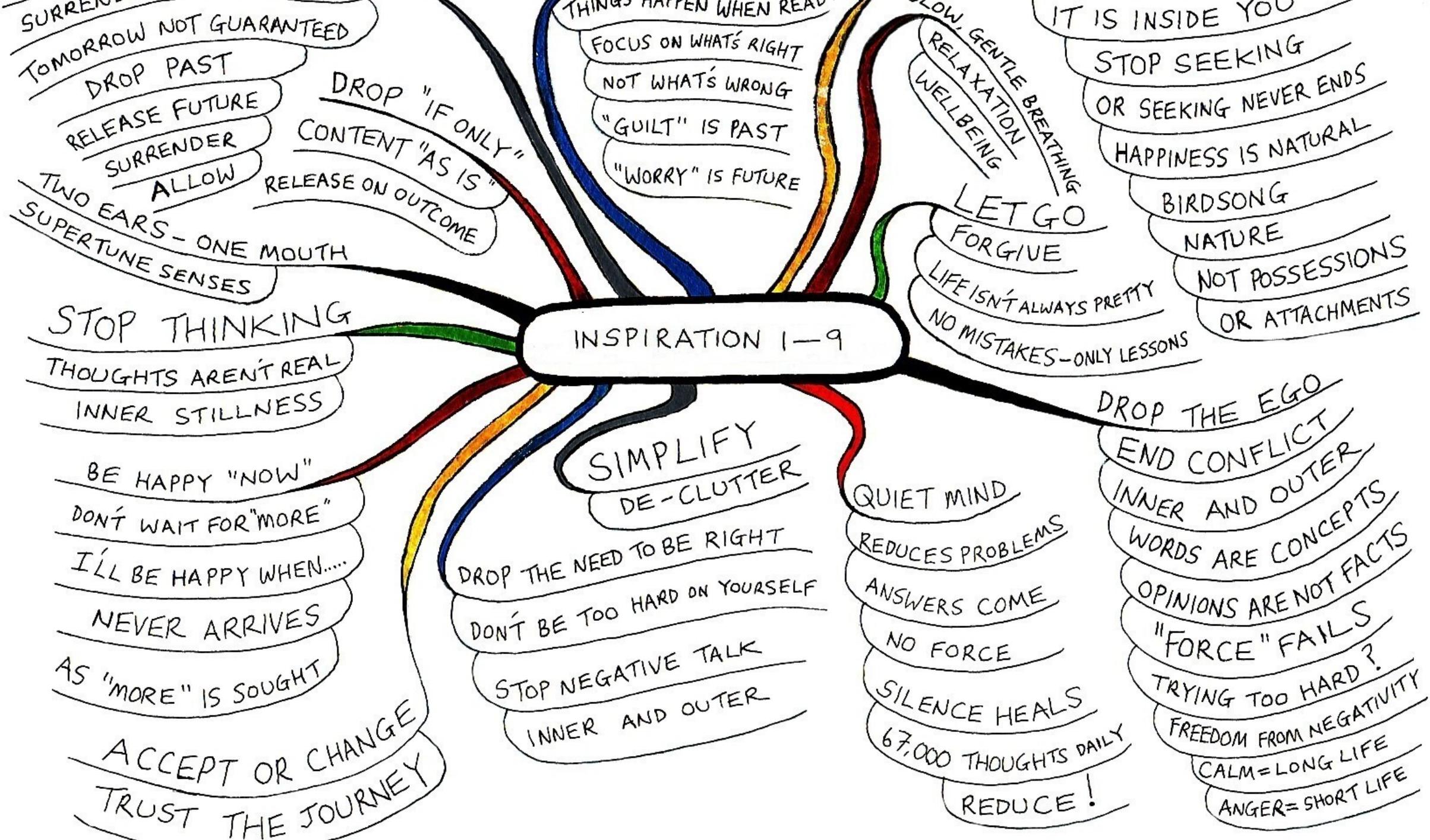
Who inspires you?

Do you ever wonder if you
inspire others?





INSPIRATION 1-9





Can you create positive
relationships by connecting
emotionally with people?



Optimism + Empathy



Positive Relationship

Do you keep a focused pursuit
on your goals?











Are you a powerful role model?

Log On to Windows



Copyright © 1985-2001
Microsoft Corporation

User name:

Password:

Log on to:

Log on using dial-up connection







Are you providing strong
technical direction?

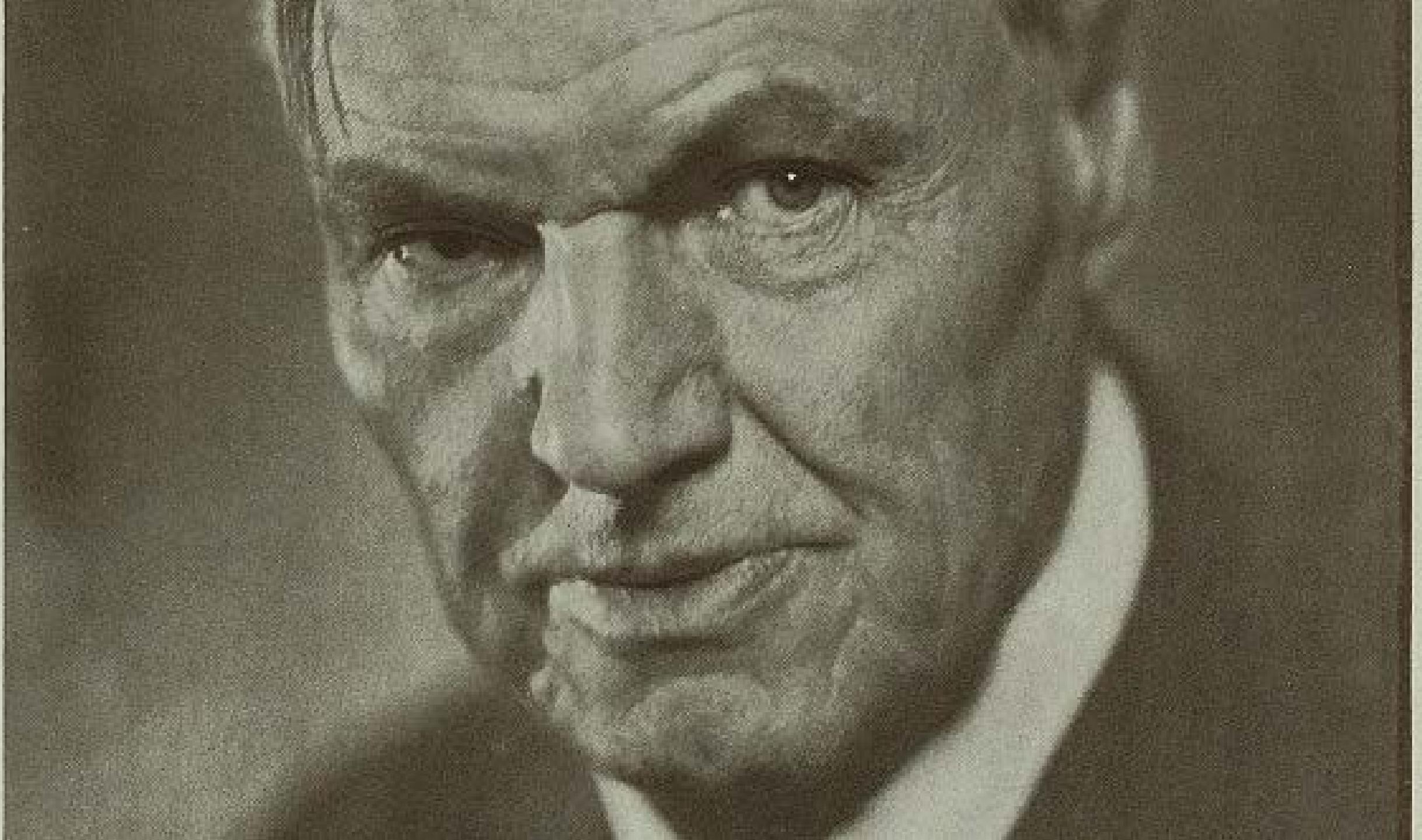


Influence



Do you state your views clearly
and persuasively, and with
facts?







Do you remain calm when
publicly challenged?

MIND THE
GAP

Do you calmly ask probing
questions?



Do you encourage others to
support you?





Rhetoric

The art of effective or persuasive speaking or writing, especially the use of figures of speech and other compositional techniques.

Anaphora

And if America is to be a great nation, this must become true. And so let freedom ring from the prodigious hilltops of New Hampshire. Let freedom ring from the mighty mountains of New York. Let freedom ring from the heightening Alleghenies of Pennsylvania. Let freedom ring from the snow-capped Rockies of Colorado. Let freedom ring from the curvaceous slopes of California. But not only that. Let freedom ring from Stone Mountain of Georgia. Let freedom ring from Lookout Mountain of Tennessee. Let freedom ring from every hill and molehill of Mississippi. From every mountainside, let freedom ring.

— Martin Luther King

Anaphora

Developing Others



2004-2008

Olympic
Gold Medalist
1996 - 2000



2 Types of Coaching

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Coaching for Compliance

Mostly course correction for
individuals not meeting
management expectations

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Coaching with Compassion

Identifying another's needs, empathizing and acting to enhance their wellbeing

Are you interested in helping
others achieve their goals?





Can you use your
organizational awareness skills
to help that mentee fit well and
grow in the current
organization?



Coach

Helps someone for a short period of time on a specific problem or goal.

Mentor

An experienced and trusted advisor.

Boundaries

Are you comfortable giving
feedback?

Feedback

Timing

Focused

Respectful

Factual

Achievable

Positive

Feedback

Feedback

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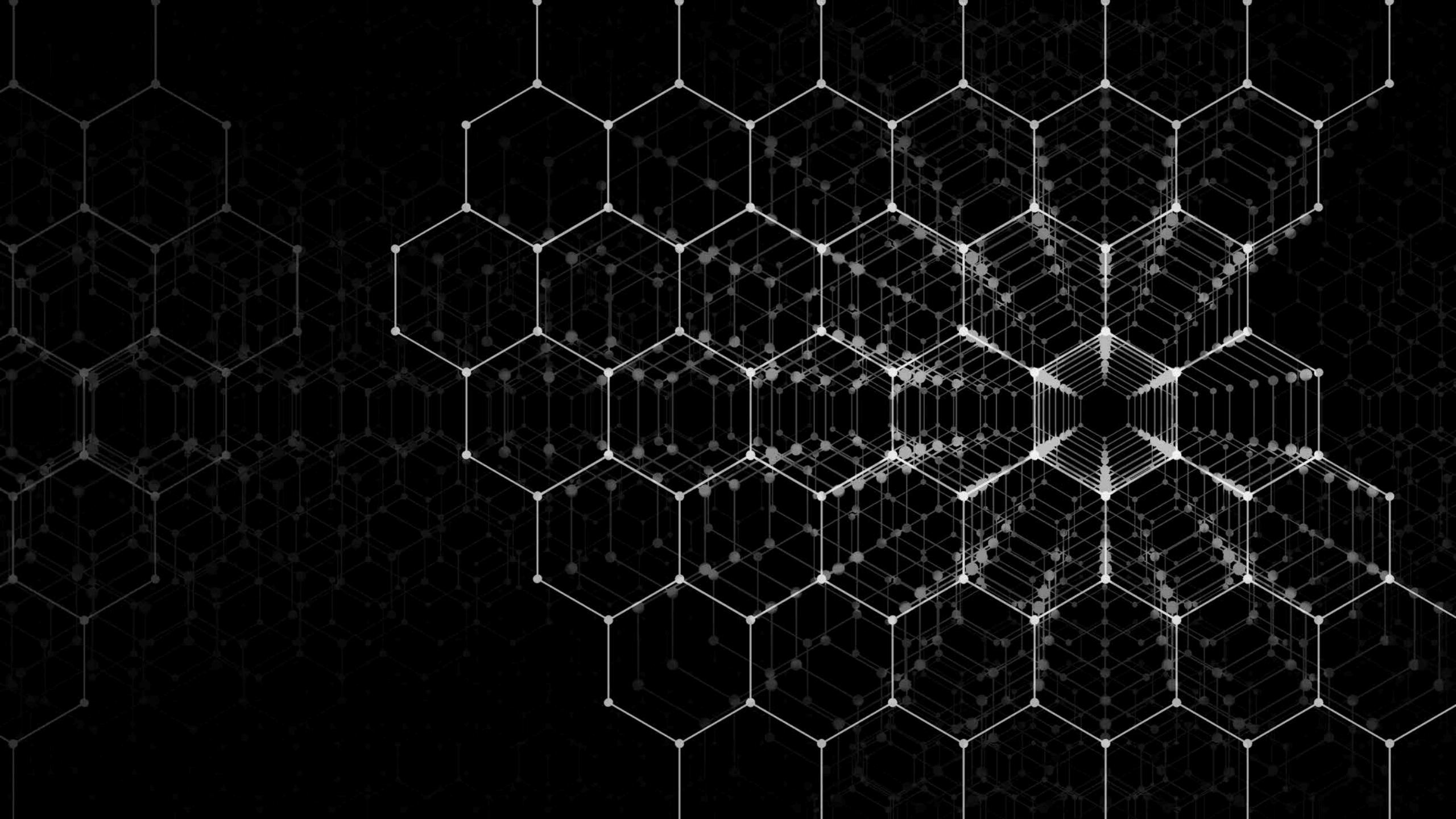
Respectful

Factual

Achievable

Positive

Catalyst for Change



How do you recognize a need
for change?

Challenge the status quo
Champion a new world order















What Worked?

Saw the need

Challenged the
status quo

Championed a new
way

Supported

What Worked?

What Worked?



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Supported

Pay attention to the things that
frustrate you or your team

Brush off the influence
competency

Pick your battles

Learn as you go

Conflict Management

People

Time



Conflict Resolution

Conflict Resolution



Win/Win



Conflict Resolution

Win/Win

Forcing

Conflict Resolution

Win/Win

Forcing

Withdrawing



Conflict Resolution

Win/Win

Forcing

Withdrawing

Smoothing

1. Know exactly what you wish
the outcome to be.

2. Lead the conversation with dialog.

3. Is anyone is taking the situation personally?

4. State the facts and conclusions you have drawn from those facts.

5. Work together to move towards a resolution.

Teamwork & Collaboration





Teamwork

A group of people working together to reach a goal.

Collaboration

Working together with each individual responsible
for providing valuable input.

Things to ponder...

Do you help out others even if
they don't ask you?

Do you ask for help when you
need it?

Do you acknowledge someone
else's strengths?

Are you comfortable with
relinquishing control?

Do you trust your team
members and do they trust
you?

Brent













Summary

Relationship Management

Summary

Inspiration: Helps us create and articulate a vision in a way that others become excited and want to follow.

Summary

Influence: Aids us in achieving buy in from key people.

Summary

Developing Others: Coach others to understand their goals, strengths, and weaknesses.

Summary

Change Catalyst: Recognize a need, challenge the status quo, and champion a new world order!

Summary

Managing Conflict: Understand differing perspectives and find a common ideal.

Summary

Teamwork & Collaboration: Bring the efforts of everyone together to achieve a collective commitment.

EMOTIONAL INTELLIGENCE