

Relationship Management - Critical For Success

BY BRENDA OLIVER, PRESIDENT OLIVER LEADERSHIP INC.

The Center for Creative Leadership has done extensive research on why competent people fail. They summarize their findings by stressing two key reasons for failure. Failure is a result of people's inability to "Manage Relationships" as well as their inability to manage change. And, according to Harvard research – they define success this way - the two determining factors for success are "Stability in Relationships" as well as professional achievement in their prospective fields. This particular research took place among successful Harvard graduates in Law, Business & Medicine over a period of 30 years and showed that academic qualifications and high IQ had little to do with how successful they would be in the future. In fact, this Harvard study found that childhood abilities such as being able to handle frustrations, manage emotions, and get on well with other people, made the greater difference. The study concluded that Emotional Competencies were found to be two times more important in contributing to success as pure intellect and expertise in jobs of all kinds...

Emotional Competence or Intelligence is the capacity we have for recognizing, managing and motivating ourselves and our own emotions so that our feelings are expressed appropriately and effectively. And, it is about managing and motivating the emotional environment and the connections we make with those we work with and those we live with. Increasing our emotional intelligence begins with a better understanding of what is driving our own behaviors and performance. Only then are we in a position to better understand those around us and are we able to connect with others in a more productive way.

Effectively managing relationships is about our ability to adapt our style, accept feedback and have a willingness to listen and to learn. While these are important steps, it is also our ability to not be too harshly critical, too insensitive or too demanding of others that is ultimately critical. By improving our Emotional Intelligence, we are able to improve the quality of our interactions and our subsequent success.

Define the difference between success and failure by asking yourself these questions: Did I give it my all? If it didn't work out, what did I learn? How will I change my game in the future? Did I quit? "Difficult to manage relationships sabotage more business than anything else says John Kotter with Harvard Business School. It is no longer a case of strategy that is getting us into trouble. It is a case of emotions."

Brenda Oliver – President, Oliver Leadership Inc.

An authority on the impact of emotions on performance. As a Speaker, Coach & Consultant - with developed expertise & accreditation in Emotional Intelligence & evaluation - Brenda Oliver works with executives and groups to facilitate and offer perspective, structured process & professional development in Leadership & Performance. For more information, call 1.204.227.4100 or visit www.o-live-r.com

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