

The background features a large teal rectangle in the center. Scattered around it are various small squares in blue, orange, purple, and green. Some squares are grouped together, while others are isolated. The overall aesthetic is modern and minimalist.

Building Great Relationships

Relationship

“the way in which two or more people feel and behave towards each other”

Slido question

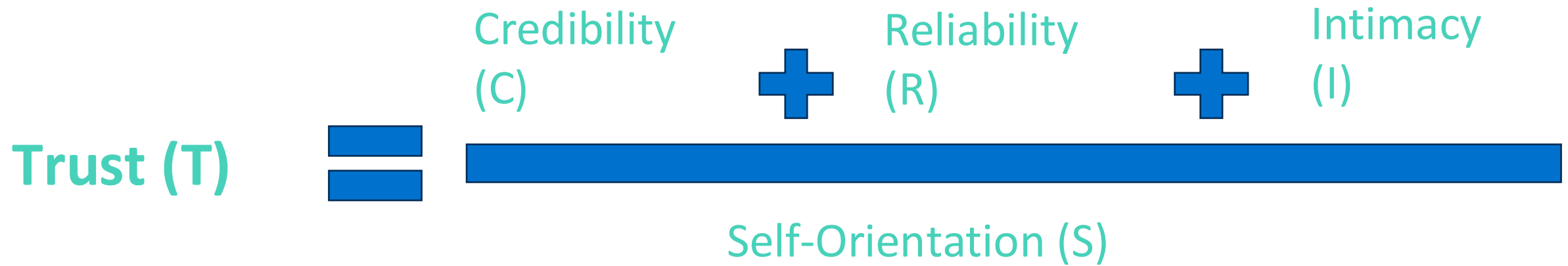
Think about the best relationship you have. What words would you use to describe it?

Slido question

Think about your most challenging relationship, or a relationship that went wrong. What words would you use to describe it?



The Trust Equation

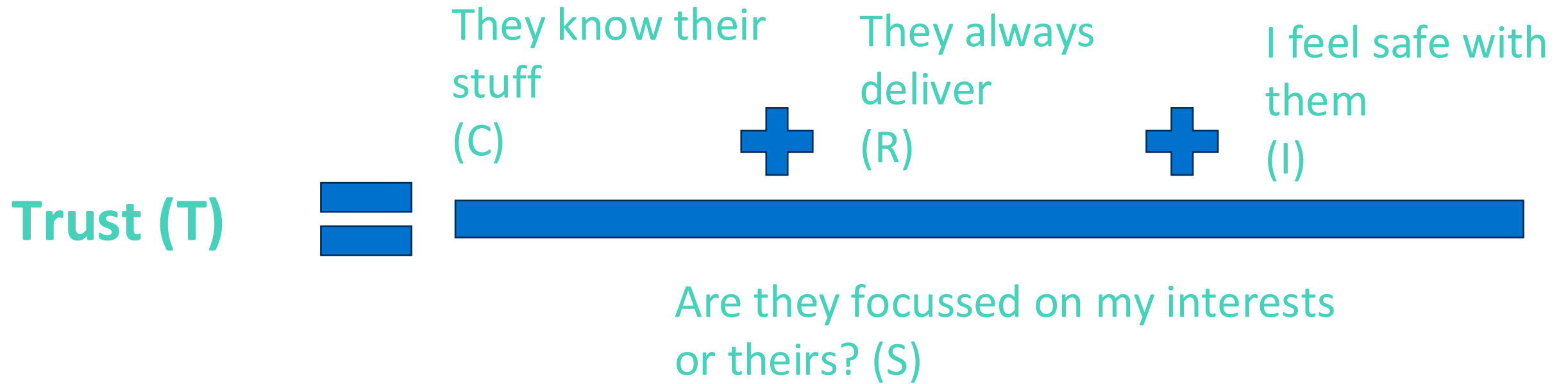
$$\text{Trust (T)} = \frac{\text{Credibility (C)} + \text{Reliability (R)} + \text{Intimacy (I)}}{\text{Self-Orientation (S)}}$$
The diagram illustrates 'The Trust Equation'. On the left, 'Trust (T)' is written in green. To its right is a blue equals sign. Further right is a long blue horizontal bar. Above the bar, the words 'Credibility (C)', 'Reliability (R)', and 'Intimacy (I)' are written in green, separated by blue plus signs. Below the bar, the words 'Self-Orientation (S)' are written in green.

The Trust Equation

Trust (T) =

They know their stuff (C) + They always deliver (R) + I feel safe with them (I)

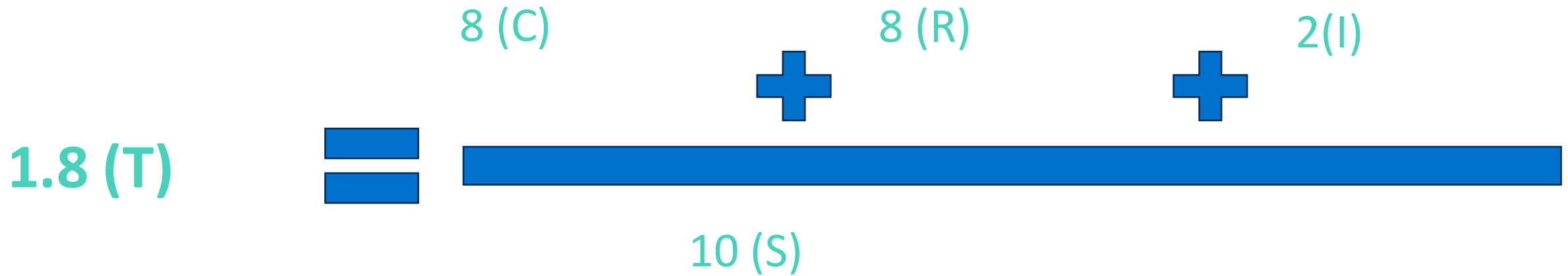
Are they focussed on my interests or theirs? (S)

The diagram illustrates the Trust Equation. On the left, 'Trust (T)' is followed by an equals sign. To the right of the equals sign is a long blue horizontal bar. Above the bar, three components are listed from left to right: 'They know their stuff (C)', 'They always deliver (R)', and 'I feel safe with them (I)'. Each component is separated from the next by a large blue plus sign. Below the blue bar, the text 'Are they focussed on my interests or theirs? (S)' is centered.

The Trust Equation

$$12 \text{ (T)} = 8 \text{ (C)} + 8 \text{ (R)} + 8 \text{ (I)} + 2 \text{ (S)}$$


The Trust Equation

$$1.8 (T) = 10 (S) + 8 (C) + 8 (R) + 2 (I)$$


Relationship styles

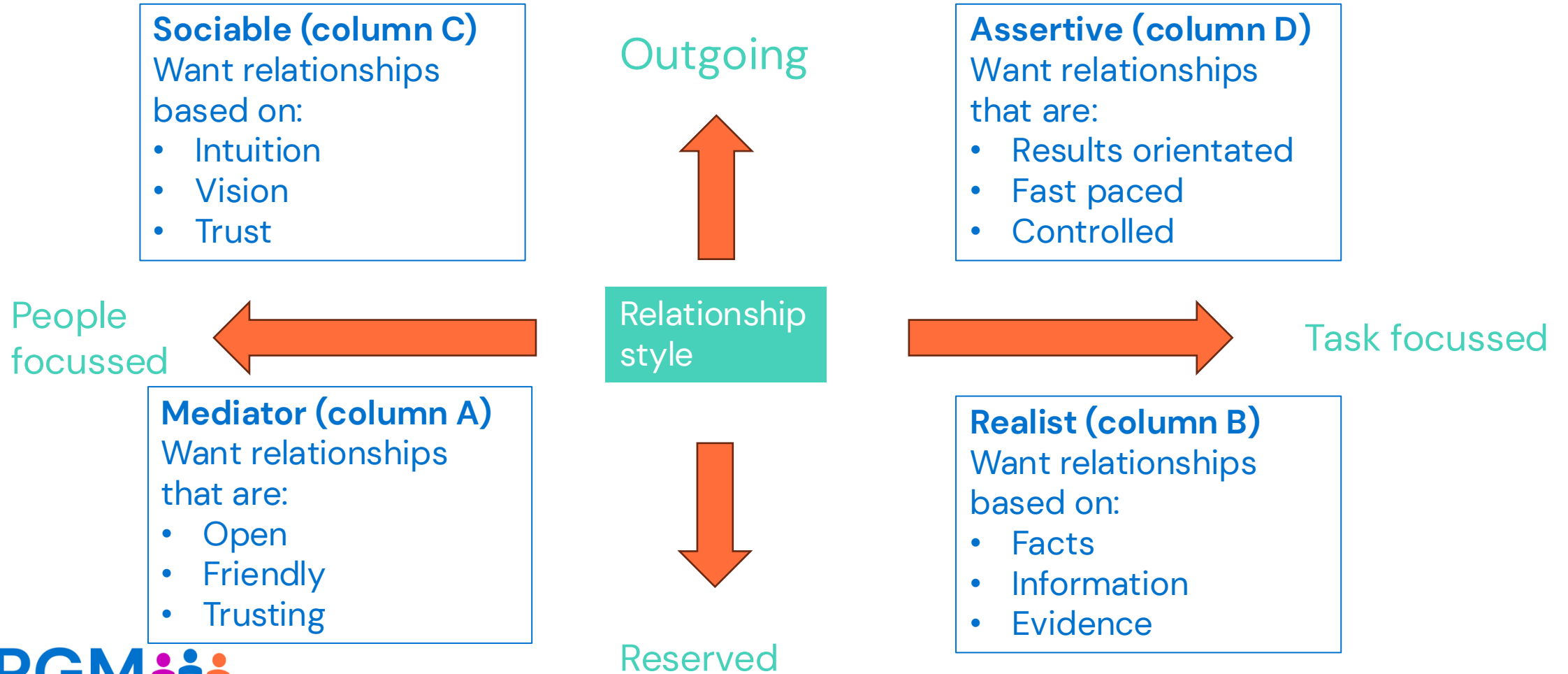
Look at the words and statements on the relationship style questionnaire. In each **row** rank each word or statement from 1 – 4. Use each number only once in the row.

4 = most like me

1 = least like me

A		B		C		D	
I enjoy supporting others	3	I prefer a more professional approach	2	I am warm + enthusiastic	4	I freely share my opinions	1
I try to be friendly	3	I need time to get acquainted	2	I enjoy animated discussions	4	I prefer to lead the conversation	1
I tend to listen to others	3	I'm more formal when relating to others	2	I form connections easily	4	I emphasise actions in relationships	1
I foster co-operative relationships	3	I tend to be reserved initiating relationships	4	People call me high spirited	2	I take charge in relationships	1
I generally trust others	3	I am reliable in relationships	4	I feel energised about the possibilities that relationships can bring	2	I openly defend my views	1

Relationship styles



The Relationship Triangle

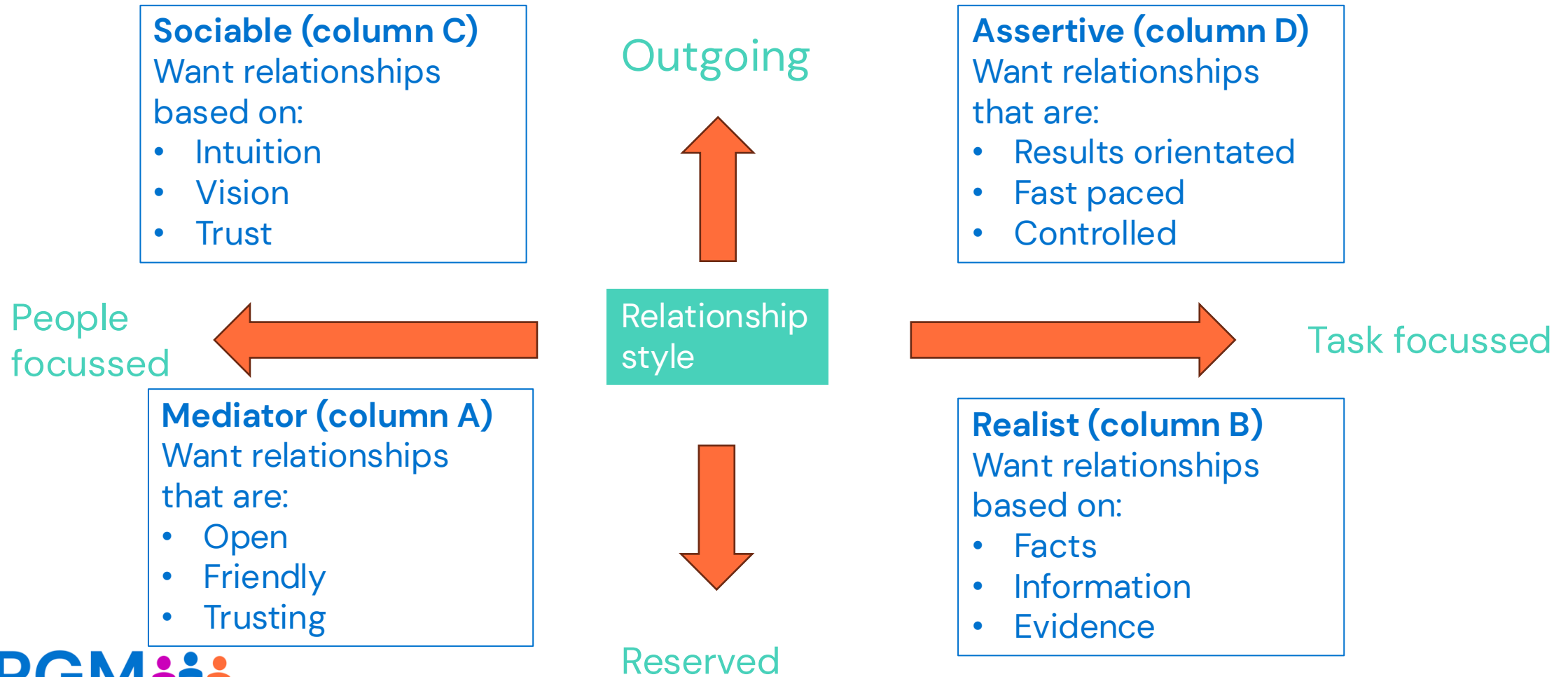


Relationship networks

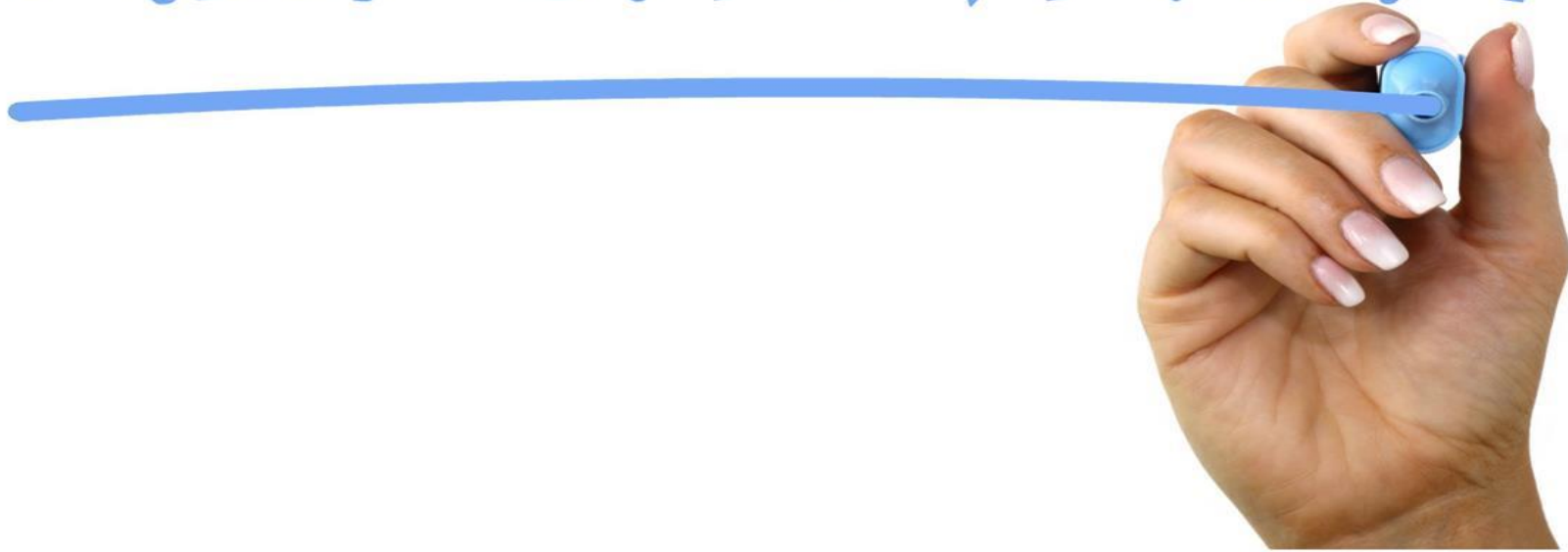
Thinking about the people working in your closest GP practice

- Who do you have a relationship with?
- Who do you not have a relationship with but need one?
- What do they do?
- How important are they to your success?
- What's the quality of the relationship
- What can you do to grow the relationship?

Relationship styles



REPUTATION



A quick recap

- The importance of trust
- Relationships are based on emotions
- Insight into your relationship style
- The relationship triangle
- Relationship grid

Action planning

- What one idea stood out to you?
- What will you try out this week?
- What conversation will you initiate this week?