



## It's all about relationships

**Karen Lorince**

***Karen Lorince is Head of EAP Account Management for Resources For Living.***

When you first become a manager, no one taps you with a magic wand and makes you an expert on everything. You keep learning, day by day.

The great poet Maya Angelou observed, “I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”<sup>1</sup> The first step toward fostering great working relationships is caring about your working relationships.

Some days that might mean taking time away from your own work to help a team member with an issue. And it always means listening to your team members. What are their challenges? What do they love about their jobs? Help them overcome the challenges, grow their strengths and celebrate each success.

At times you may wonder if it makes a difference. Think back on the leaders you’ve worked with in the past. I bet you know which ones truly cared. Trust me, your team can feel the difference too.

<sup>1</sup>[www.brainyquote.com](http://www.brainyquote.com)

### **The sum of all relationships = the foundation of your organization’s culture**

Each member of your team relates to coworkers and managers at different levels of the organization. Noticing the overall feeling at the end of the day can give you a quick read on your culture. It’s a good sign if your team members feel:

- Motivated to make a difference again tomorrow
- Engaged with their work
- Valued
- Encouraged to care
- Energized, even through adversity

When it comes down to it, employee loyalty and longevity often hinge on culture. A positive culture supports better retention rates for your top talent. And culture starts with relationships. Remember: People don’t leave organizations. They leave managers.