

LA420 – Building & Maintaining Relationships

National OA Adviser Training

Session Length: 25 Minutes

Overview:

- This session will help you recognize the importance of trust and relationships in our lives. The building blocks of this session will enable you to pursue and develop these relationships. With “heart” you are empowered to take a new approach to trust and relationships, and empower others as they grow and lead.

Learning Objectives:

- Learn “heart” is the key.
- Learn key components of “heart.”
- Help you envision a new approach to relationships and trust
- Enable you to better build and maintain relationships and trust.
- Empower you to lead with “heart” and in doing so encourage your followers to do the same.

Slide 2 – Objectives

“Heart” is the key to building and maintaining relationships and trust. In this session, we will accomplish several important things.

- Learn why heart is the key to relationships and trust.
- Establish the 5 chambers of “heart”: honesty, respect, interest, commitment and passion.
- Help you envision a new approach to relationships and trust, enable you to start anew in building and maintaining relationships and trust, and empower you as you end this session to be a new kind of leader.

Slide 3 – Introduction

Where is your focus on your team? We need to focus our time on building and maintaining relationships and trust so that when you need to get something accomplished in leading your team these relationships are in place.

So, what is “heart” and how does it affect relationships? Let’s look at this thing called “heart” so that we can ENVISION the kind of “heart” we are talking about.

- There are five parts (at least) to the kind of “heart” that will ENABLE you to be the kind of leader that you need to be.
- “Heart” is what makes the relationship personal and significant. “Heart is the glue that forms the strong bond between a leader and his followers, a bond that will endure.
- “Heart” is what EMPOWERS others to take ownership of their own relationships, role, responsibilities and destiny.

Like a real heart, all parts must function for it to work. Let’s look at the 5 parts of “heart” and the importance of each.

Slide 4 – Honesty

The first step to having “heart” is honesty, honesty with those we lead and with ourselves. Only through honesty with ourselves can we truly be honest with others.

Say what you mean and mean what you say. Pretense, self-interest, self-importance, ego, and other “me” words all communicate dishonesty if you are asking to develop or maintain a relationship or trust with others. What happens to a relationship (new or existing) when honesty is lacking?

Honesty about yourself and with your team is a key to obtaining their trust in you and forming a strong relationship.

HONESTY is one of the building blocks of “heart”

Slide 5 – Respect

Respect of others must be earned. We all know this, but have you thought consciously about how this “earning” takes place? The first step in earning respect is to offer respect. This first step allows the second step to occur, the flow of respect back to you. Think about this for just a minute. Can we ever earn the respect of those we lead if we do not first offer our respect to them? We have the ability to freely give our respect to others.

It is especially important to first offer respect, especially when working with young people. Barriers may exist to establishing respect. Barriers are often a matter of perspective, ours and the young people we work with.

Such barriers can be language, clothing, music, dress, the way we communicate. Barriers are often the same for both the adults and the youth but from a different perspective.

Slide 6 – Respect

Recognize these barriers and work to remove them barriers so that relationships and trust can develop. Empower those you lead to follow your lead by offering respect. This will make a big difference for you as a leader.

RESPECT is another one of the building blocks of “heart”

Slide 7 – Interest

Interest normally refers to things we have an interest in. “Heart” requires that we show genuine interest in the activities, opinions, likes and dislikes of those we lead. Part of showing interest is to be willing to listen. “Are you listening to me?” is one of the major complaints of teenagers today. The perception is that we don’t listen, that we won’t listen, and the result is that we have no connection with them.

Slide 8 – Interest

The first step in showing interest is to listen to those we lead. In order to listen with interest, we must learn the language of our followers. This is a challenge with teenagers (remember the barriers?) but all the more important with this group. If we aren’t really listening, how can we understand them. If we aren’t really listening, how can we show sincere interest? If we aren’t really listening, how can we build and maintain relationships and trust? The answer is simple, we cannot. Remember that you may have to work with teenagers on your language as well.

The second step in showing interest is to spend both quality and quantity time with our followers. This involves understanding their interests and plugging in with them. The fact that you spend time with them communicates your interest, even if it involves hanging out with them for a time and sharing a meal or a laugh. The “quality” time is motivated by your sincere interest in them. The quantity demonstrates your commitment over time, one of the other elements of “heart.”

Slide 9 – Interest

Think for a moment about the teenagers you work with. How long will they follow you, how long will they listen to you, and how long will they trust you or maintain a relationship with you if you don’t show sincere interest in what they say and do? Think about how we as advisers show interest in those we lead.

What happens when we place our own interests and accomplishments in front of the interests and accomplishments of those we lead? More than likely we will lose the

respect and interest of our team. Keep focused on their interests, listen and take the time to connect.

INTEREST is yet another building block of “heart”

Slide 10 – Commitment

Commitment is not defined by a moment. Commitment must endure over time for all our followers to see. True commitment inspires and attracts people. People buy into the leader and then into the vision of the leader. Is it important to our roles and relationships to inspire and attract people and have them buy into our vision?

Slide 11 – Commitment

Commitment starts in your heart and is tested by action and time. Commitment also opens the door to achievement, yours and your followers. John Maxwell in The 21 Indispensable Qualities of a Leader tells us that there are 4 kinds of people:

- **Cop-outs:** People who have no goals and do not commit.
- **Holdouts:** People who don’t know if they can reach their goals, so they are afraid to commit.
- **Dropouts:** People who start toward a goal but quit when the going gets tough.
- **All-outs:** People who set goals, commit to them, and pay the price to reach them.

Where do you fall in these categories? Do your followers see your commitment to them and the organization? Is it possible to have “heart,” to build and maintain relationships and trust without commitment?

Slide 12 – Commitment

What happens to our relationships when we demonstrate commitment? What happens to trust when we demonstrate commitment? Commitment to your team will reflect back to you. They will be committed to you and your vision and goals.

COMMITMENT is the fourth building block of “heart”

Slide 13 – Passion

“When a leader reaches out in passion, he is usually met with an answering passion.” John Maxwell, The 21 Indispensable Qualities of a Leader.

Is passion a characteristic of your life? Take your temperature. Where are you on the passion thermometer? Why are you involved in Scouting and the OA?

Do you wake up excited about each day? About your job? About your role in Scouting?
About those you lead?

Slide 14 – Passion

You cannot lead unless you care passionately about those you lead and the organization. You cannot start a fire in your organization or in your followers unless a fire is burning in you. This must be a fire that others can see, not one that smolders inside you.

“It is not who you are underneath, but what you do that defines you”, a great quote from a recent movie. The fire of your passion must light the way for your followers. Do you remember the words “May it be our steadfast purpose that although we extinguish these candles as we close our campfire that the virtues they represent glow the brighter in our hearts and consciences”? Your fire must burn brightly.

Slide 15 – Passion

John Maxwell tells us in The 21 Indispensable Qualities of a Leader that there are four truths about passion:

1. Passion is the first step to achievement, yours and your followers.
2. Passion increases your willpower, and your followers.
3. Passion changes you, and your followers.
4. Passion makes the impossible possible.

Slide 16 – Passion

Why does passion make a difference? Others will want to get on board and follow that fire! Passion is the key to “heart.” Passion is the key to empowering our followers.

In what ways do you share your passion for your work with those you lead? Think about how you share your passion.

PASSION is the final building block of “heart”

Slide 17 – Conclusion

Let’s wrap up. Where did we start? We started as leaders without knowing the 5 chambers of “heart” that we needed.

Knowing now that your relationships depend on “heart” your challenge is before you. You MUST change to become a better leader and develop all the chambers of “heart.” You need to be HONEST in about yourself and your teammates. You can earn the RESPECT of your team by communicating your RESPECT for them. Make sure to show

INTEREST in your teammates and team. Demonstrate COMMITMENT to your teammates and team and bring your PASSION for the program and your goals so the team can readily see it.

There is a simple method to remember the five chambers of the Relationship "heart". How do I know? A little bird told me – CHIRP!

Commitment, Honesty, Interest, Respect and Passion

Slide 18 – Conclusion

With these tools, you will be able to build and maintain relationships with your team and acquire their trust. You as a leader need to envision your role. Knowing and adopting these tools will allow your team to succeed. More importantly, your "heart" will empower others to want to take control of their own destiny, to lead.

Commitment, Honesty, Interest, Respect and Passion are the 5 chambers of "heart." Each chamber is necessary for "heart" to be effective.



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