

20 Keys to Working Successfully With Others

- Key 1 Know what you want to achieve collectively. Set SMARTIE goals.
- Key 2 Take responsibility for your own actions and outcomes - avoid blame, excuses, justification and denial.
- Key 3 Understand that others are different from you.
- Key 4 Approach others in their preferred style not yours.
- Key 5 Remember that the meaning of your communication to the recipient will be shown by the response you get.
- Key 6 Ensure clarity of understanding by getting others to repeat your message back in their own words.
- Key 7 Value other people and help them feel included.
- Key 8 Create a supportive environment.
- Key 9 Find the shared values on your team and respect differences.
- Key 10 Create a shared vision that is stronger than individual agendas.
- Key 11 Set a tight context or framework for your team, embody these in a few clear, simple rules.
- Key 12 Resolve conflict at the earliest opportunity.
- Key 13 Seek to meet the needs of others.
- Key 14 Advocate and Inquire rather than take fixed positions.
- Key 15 Build rapport with those you work with. Use active listening and other rapport building tools.
- Key 16 Build trust through making and keeping small agreements.
- Key 17 Empower others to be the best they can be.
- Key 18 Seek continuous improvement - the small steps to excellence.
- Key 19 Treat failure as an opportunity to learn.
- Key 20 Celebrate all successes.