THE VALUE OF RELATIONSHIP IN THE WORK PLACE

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Abstract
Many employees spend more of their day time with their co-workers than they do with their families. As such, it is important to allow employees the opportunity to build quality relationships with their co-workers. This can be accomplished by encouraging good human relations in the work place. It must be realized that keeping good relationship in the work place is very important to get job satisfaction and also to succeed in the organization. This paper deals with the values of relationship in the work place, factors that promote good relationship, problems and methods of dealing with difficult co-workers.

Introduction
Interpersonal relationship is an association between two or more people that may range in duration from brief to enduring. This association may be based on inference, love, solidarity, regular business interactions, or some other type of social commitment. Interpersonal relationships are formed in the context of social, cultural and other influences. Individuals spend about eight hours per day in their organizations and it is practically not possible for each of them to work all alone. Human beings are not machines who can work at a stretch. People need to talk and share feelings, as human beings are social animals and need friends around. An individual working in isolation is more prone to stress and anxiety. It is essential to have trustworthy fellow workers around to interact with, hence the need to place value in interpersonal relationship in the workplace.

The Importance Of Interpersonal Relationship In The Work Place
Cordial relationships in the workplace are important, and can, to a large extent, determine the level of job success. Good workplace relationships will not only help you better to do your job better job performance, but also make daily work more enjoyable. In turn, bad relationships in work place can be very distracting and can cause a great deal of anxiety. Thus the values of work place relationships cannot be over emphasized. These are enumerated below:

Improved Team Work
A single brain alone can't take all decisions alone. Workers need to discuss various issues, evaluate pros and cons and reach solutions benefiting the employees as well as the organization. Strategies must be mapped out and discussed on an open platform with every
member has the liberty to express his/her views. Employees are invited for meetings to promote open communication. Interaction on a regular basis is important for healthy relationship.

**Completion of Assignments within the Stipulated Time Frame**
An Individual working all alone is overburdened; never finishes tasks within deadlines. Support of fellow workers is important. Roles and responsibilities are delegated as per specialization, educational qualification and interests of employees. An individual needs help of his fellow workers to complete assignments on time and for better results.

**Improved Employee Morale**
Given how much time employees spend in one another's presence, the development of good relationships in the workplace can increase employee morale. Coworkers become friendly and look forward to spending time with one another while they do their jobs. This may also make work more fun for these employees with the end result not only being a more positive workplace but also improved overall morale. Conversely, a stiff and unfriendly work environment will have the opposite effect.

**Higher Employee Retention Rates**
When employees feel connected to a company, whether it is because they share the same vision as the company leaders or they feel as though their fellow co-workers have become like family, they will be much less likely to want to seek employment at another company. Friendships take time to build, especially quality friendships, and the prospect of having to start all over may help convince some employees to stay right where they are.

**Increase in Productivity**
Employees in conducive work environment with cordial relationship in work place naturally more productive. A happy and well-adjusted workforce is a productive one. By feeling more connected to their place of employment, workers naturally want to try harder to help keep the company going and to help it grow.

**Job Enhancement**
Maintaining good workplace relationships does much to increase a person's job performance, job satisfaction, chances for promotion, education opportunities and career success. Many workplace relationships evolve into positive and supportive friendships that make the workday enjoyable, creating a pleasant working environment. Many workplace relationships extend beyond the workplace and become a part of a person's private life as well.

**Network Connections**
Networking is invaluable when job searching, making career advances or considering a career change. Networking is a great way to meet and socialize with people both at
work and outside, people with similar and different career interests all who may be valuable in the future and throughout your professional life.

In addition to networking with people at work place, cordial relationship makes to socialize with others outside the workplace. With this, it is possible to attend mutual professional organizations, alumni associations, job hunting support groups and other events, where one can continue to maintain workplace relationships as well as making new contacts through mutual friends and co-workers.

**Hidden Job Market**

Establishing good workplace relationships also gives you access to the hidden job market, those job opportunities that are not advertised or made public but are filled through word of mouth and personal referrals. Many jobs today, estimated to be 75-85 percent, are filled through the hidden job market. Considering a change of company, or career, or seeking advancement on present job. Good workplace relationships are important factors considered by management.

**Workplace Mentors**

Workplace relationships often include mentors, traditionally superiors in the company who take employees under their wing. A relationship with a mentor can be formal or informal. The role of the mentor is to teach, guide and support the mentee with the goal of enhancing his or her job skills and job performance, always encouraging the mentee to achieve his or her professional potential. Mentor relationships make invaluable workplace relationships. Many mentor relationships continue long after the mentee has left the organization.

**Reference Sources**

Workplace relationships are an excellent source for getting references. A referee, according to Amanga (2013) is a strong workplace relationship, whether it be with a supervisor, a mentor or a co-worker, can be a potential reference, someone you can count on to write a glowing letter of recommendation when you need one. A person who can vouch for your integrity and superior job skills can often make the difference in whether or not you get a promotion or job offer.

It is therefore very necessary to always maintain good workplace relationships with everyone in the work place no matter how high or how low on the career ladder. Whether transfer to a new department, or in a new job at another organization. You never know, the relationships may be of immeasurable value to the Secretary.

**Factors That Promote Good Work Place Relationship**

Good work place relationships do not evolved, but developed over the years. In addition, the following factors, if practiced, will help to achieve good relationships with colleagues in the work place:
Treat People With Respect and Dignity
Respect is the foundation of all good relationships, including those you have with your colleagues and Boss. It absolutely does not matter whether the employee works on higher or lower rank of the organization. His work contributes to the success of the organization. Organization too is like a family and each person should be treated with respect and dignity.

Good Communication
What matters most is the communication. After all work cannot be done unless you tell somebody to do what is do done, how it is to be done. However use of the words, “Thank you”, “Sorry” or “Please” is brushed away, taking people for granted that it was their work and why they have to be said thanks for. These words are not formalities but they are the expressions of heart which show lots of humility of an individual. Verbal or non verbal communication actually conveys personality and considerations for others. Being honest and humble can create lot of goodwill and trust for an employee among his colleagues.

Don’t create enemies at the workplace
Practicing empathy makes relations better. Employees should be able to understand each other's problems or concerns. Attitude of cooperation always helps in winning people. Adamant, negative or problem creating behavioral ways bring employees in the wrong lime light hampering his/her way in the career. If one cannot create friends, at least enemies should not be created. People with high egos just create enemies at the workplace.

Office Ethics
Although it is said 'my organization is my second family', employees should understand that a lot of professionalism is required at the work place. Organizations have their own culture and it is important for any employee to understand what are the DOs and Don'ts at the workplace. Too much casualness, informality may not be liked by the colleagues. Although most of time professional friends turn into personal friends, still it will be advisable to draw a line as personal friendliness makes things difficult while dealing with individual on professional front. Office is not a place to take out frustrations regarding personal life. Neither is the house. Keeping personal and professional lives apart although is challenging but still it should be tried with all efforts.

Display professionalism
This is something which makes employee look committed to his work and it shows employee is not only sincere about his work and the organization but he/she loves it. It is an undeterred attitude of an employee for the completion of his work no matter what difficulties he goes through.

Know Your Job
Regardless of your position, others in your workplace will respect and value their jobs. Consequently, if you undermine the role that you do, you are undermining their roles too. This is a sure-fire way to annoy your colleagues. Ensure that your colleagues understand that you know your job and are happy doing it.

Avoid borrowing
Avoid borrowing equipment from your colleagues, especially if you neglect to return it to them. If your job requires the regular use of particular office equipment, say a stapler or hole-punch, then make sure that you are supplied with your own.

**Be dependable**

Being dependable means you can be trusted and people can have confidence in you. When a colleague tells you something in good faith, keep it to yourself. There is nothing worse than a tell-tale.

**Politeness**

As the saying that goes; “If you lose money you have lost nothing, if you lose health you have lost something, but if you lose your character you have lost everything.” A good name is better than riches. Being polite simply means respectfully letting people know how you stand on a particular issue, whether positive or negative. Never promise anything you know you cannot do. It will rob on your character.

**Never Burn Your Bridges**

Just as technology has made the entire world a global village, then sometimes you may find yourself working with colleagues that you have worked with before, so you should always try to maintain a good relationship with your colleagues, even if you know that the working relationship will be brief. This is the cream of building good relationships. Whatever you do in life, no matter your position, remember that the only constant thing in life is change.

**Do not Gossip**

Be friendly and accommodating in the work place but do not gossip. This is one of the little things that distinguish you as a professional, so make sure that you are the professional you are trained to be.

**Team Spirit**

Whatever your job, if you work with others then you need to work as a team. Flow with your team members and do not get left behind. If you manage others, then carry your team along. You should always try to avoid working in isolation.

**Learn To Be Calm And Collected**

Learn to always exercise self control. Do not respond to situations nastily, regardless of the circumstances. By remaining professional and calm, you show that you have the maturity to handle awkward situations, which is a quality that people will admire in you. Being calm and collected is all about showing that you have got it together, (whether you actually do or not) and that is something that everyone wants.

**Dealing With Difficult Co-Workers**

Work place is made up of different kinds of people including cooperative and uncooperative
employees. There are difficult employees with whom one can find problem to get along. Such people exist in all the work places.

All sorts of dysfunctional approaches exist among employees. Some just talk and will never listen to what others are saying. Some are stubborn and will ensure that only their suggestions be implemented. Some coworkers are cynic about everything of which they were not a part of. Some are whiners, complainers and problem creators. They may be jealous of power, privilege and the spotlight the others and some even try to deliberately spoil views of others.

Keeping things the way they are rather than dealing with difficult person directly and complaining it to another fellow worker or boss may earn the person who is actually suffering a tag as difficult person rather than settling the issue. People may find this employee an immature professional who does not know how to handle interpersonal problems. This stamp gets hard to wipe and can be detrimental for the career progress. Like a wound, if not looked after, rather than situation getting better, it may get bizarre. Unaddressed conflict keeps boiling just below and comes to the surface like a volcano.

At the first, behavior of difficult people makes one feel immensely surprised and to leave to thinking what must have be the reason behind such behavior. To live with such behavior for long time is not a good choice. After a while a person starts losing his patience and calm. Anger, pain, humiliation, fear and concern about making the situation worse are legitimate emotions. It's always better to address the difficult person early while having control over emotions.

The following are some tips to handle such difficult workers in the workplace

**Self-Analysis**
Employee facing behavior of difficult person first should endeavour to make self analysis. Most of the time, we don't find any problem within us. It's better to ask oneself some questions like “Is there any problem in our own behavior?” Try to find out whether other fellow workers are experiencing the same problem. Or is it only you who is over reacting?

**Open up with trusted colleague**
Employee can talk about his/her experience with his/ her trusted colleague and try to get suggestions regarding what can be done to solve the problem

**Talk Directly However Privately With Difficult Person**
One can talk with the difficult person and tell the person your experience with, narrating your experience rather than getting into blame game. One can tell the difficult person how you are getting affected due to his behavior. It may be a case that the he/she may be completely unaware of the things. Give the other person a chance to put his side also. Be a good listener. On the opposite side they may be aware of it and may be doing it deliberately. Try to find out the exact situation. During the course of discussion, try to reach to some agreement or solutions. Make the person realize how adversely, the situation can affect both.

**Keep Track**
You can confront your difficult coworker's behavior publicly. Deal with the person with gentle humor or slight sarcasm. However remember, confronting somebody publicly should be within limits. A person who has already been branded as “difficult” to deal will not lose
anything in the confrontation. However the person confronting him can also come in the wrong picture in this public sagging.

**Assume As If You Are Meeting The Person First Time In Life**
If above all efforts fail, meet every day with the difficult person as if you are meeting him/her for the first time in life; forgetting previous day's experience and removing all the biases. That may help to ease the interaction.

**Avoid the person as much as possible**
Still if the difficulties persist, try to avoid the person as much as possible. Be aware of organizational needs and your own responsibilities but still it is possible to avoid difficult person. Withdraw from voluntary work where both are part of. Get into assignments where difficult person is not working and has no role to play even indirectly. Avoidance is an option but try to see the organizational as well as your own career needs.

**Seek Superior's Intervention**
One can seek the intervention of the superior if the problem persists.

**Conclusion**
The importance of maintaining interpersonal relations at the workplace cannot be over emphasized. Job satisfaction as well as career progress depends upon good interpersonal relations. Cooperative behavior always gets reciprocated response. Although there are difficult people at the workplace with whom everybody has a problem to get along. With some tactical approach one can still find solution to the problem without jeopardizing organizational as well as self-interest.

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