

New Management Relationships

Q: WHAT IF I ALREADY HAVE A TEAM/CROSS-FUNCTIONAL PARTNERS AND I HAVEN'T DONE THIS WITH THEM?

It's never too late. Simply be honest and ask to connect. It could sound something like this:

Hey so-and-so, I'm realizing you and I never really sat down and took the time to a) truly get to know one another and b) really talk about our communication preferences. I'd love to schedule time for us and hit a little reset button to ensure we're set up for success this year/quarter given how quickly the business is moving.

Q: WHAT IF I HAVE A TEAM MEMBER WHO RESISTS OPENING UP?

This answer comes with some tough love. If someone isn't opening up, there's a lack of trust and/or safety to do so. Either previous experience has taught them it doesn't pay to open up, or they're slower to be trusting, or you might have unintentionally lost some trust, whatever the case, your focus should be on building trust and safety.

Honor and respect their timeline and don't push it. That said, share with them why you're wanting to get to know them. Not only are you genuinely curious, you care deeply enough for their well-being that you want to be sure you're setting them up for as much success as possible.

With someone who is slower to trust, ensure you have an incredible Say:Do ratio. Do what you say, and if you miss, give them an update so they don't feel you've forgotten or deprioritized them.



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Q: WHAT IF I WORK WITH SOMEONE I DON'T CARE FOR?

The objective isn't to become best friends with everyone.

Recognize there's a difference between liking and caring for someone.

You don't have to like someone to still see the good in them. To still care for their wellbeing. To still wish them well.

That's why starting this conversation with the personal connection matters. You might have a reaction to someone in thinking they're a jerk, but spending a bit of 1:1 time learning their hobbies, their friends/family can create a connection that wasn't there.

You might be cut from a different cloth and you might approach things completely differently, and you can still create a caring, mutually respectful relationship.

