



# THE CORNERSTONE EAGLE

May 2017 Edition



**CORNERSTONE**  
INTERNATIONAL  
GROUP

Our May edition of The Eagle explores **RELATIONSHIPS** from the Leadership perspective – the building and repairing of **RELATIONSHIPS** in the workplace and how a skillful, quality leader at work can complement good relationships.

“A cardinal principle of Total Quality escapes too many managers: you cannot continuously improve interdependent systems and processes until you progressively perfect interdependent, interpersonal relationships,” wrote author Stephen Covey. Yes, human beings are ones who crave friendship and positive interactions, just as we do food and water. When we better our relationships at work, the happier and more productive we're going to be.

We pray that these powerful wings of The Eagle will continue to enable you to soar to new heights.

Cornerstone International Group's **MISSION** is to be the best executive recruiting group worldwide, but our **VISION** is to be a true mentor and coach, one-on-one, with our clients, candidates and partners locally.



We believe the way to do it is to promote our **3C VALUES** of **Community, Credibility, and Continuity**. We succeed when our partners have achieved **Healthier Businesses and Lives**. The Cornerstone Eagle is not a sales letter to promote activities of our 60+ offices globally, but a **3C tool** to inspire you to maximize your personal and professional potential to be a Better Leader and a Better Person both at home and at business.

We shall be your Faithful Companion / Coach / Mentor on your life and career journey, supporting you to discover yourself and offering good advice regarding the **SIX** important aspects of your professional Life: Identity, Money, Career Options, Health, Relationships and Your Future (spiritual and your legacy reminders).

Best Wishes,

**Simon Wan**

Chief Executive

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## What is a Good Relationship at WORK

There are several characteristics that make up good, healthy working relationships:

**Trust** – This is the foundation of every good relationship. When you trust your team and colleagues, you form a powerful bond that helps you work and communicate more effectively. If you trust the people you work with, you can be open and honest in your thoughts and actions, and you don't have to waste time and energy "watching your back."

**Mutual Respect** – When you respect the people that you work with, you value their input and ideas, and they value yours. Working together, you can develop solutions based on your collective insight, wisdom and creativity.

**Mindfulness** – This means taking responsibility for your words and actions. Those who are mindful are careful and attend to what they say, and they don't let their own negative emotions impact the people around them.



**Welcoming Diversity** – People with good relationships not only accept diverse people and opinions, but they welcome them. For instance, when your friends and colleagues offer different opinions from yours, you take the time to consider what they have to say, and factor their insights into your decision-making.

**Open Communication** – We communicate all day, whether we're sending emails and IMs, or meeting face-to-face. The better and more effectively you communicate with those around you, the richer your relationships will be. All good relationships depend on open, honest communication.

## Five Steps to Repair Broken Trust in a Relationship

Most leaders strive to be trustworthy. There aren't too many leaders who wake up in the morning, roll out of bed and say to themselves, "Hmmm... I think I'll try to break someone's trust today!"



Yet even in spite of our best intentions, there will be times when we damage the level of trust in our relationships. Sometimes it's due to our own stupidity when we make choices that we know are wrong or hurtful to others. Other times we unknowingly erode trust by engaging in behaviors that others interpret as untrustworthy.

**Regardless of how it happens, breaking trust in a relationship is a serious matter. When a breach of trust occurs, there are five steps a leader should take to repair the relationship:**

**1 Acknowledge that trust has been broken.** Acknowledging that there is a problem is the first step to healing. Don't use the

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“ostrich” technique of burying your head in the sand and hoping the situation will resolve itself because it won’t.

**2 Admit your role in causing the breach of trust.** It’s one thing to acknowledge that there is a problem, it’s a whole other thing to admit you caused it.

**3 Apologize for what happened.** A sincere apology involves admitting your mistake, accepting responsibility, asking for forgiveness, and taking steps to make amends to the offended party. Don’t make excuses by trying to shift the blame to something or someone other than yourself.



**4 Assess where the breakdown in trust happened.** Did you erode trust by not being Able, Believable, Connected, or Dependable? Knowing the specific element of trust you violated will help you take specific actions to fix the problem.

**5 Amend the situation by taking corrective action.** The objective is to repair any damage that has been done, and create an action plan for how you’ll improve in the future. Your attempts at rebuilding trust will be stalled unless you take this critical step to demonstrate noticeable changes in behavior.

“You can’t control the outcome of this process and there is no guarantee that following these steps will restore trust in the relationship. However, the important thing is that you have made the effort to improve yourself as a leader.”

(Randy Conley - Leading with Trust)

## **Building Good Relationships - The Qualities of Skillful Leadership**

If you want to be a leader who attracts quality people, the key is to become a person of quality yourself. The good relationships will follow.

What’s important in leadership is refining your skills. All great leaders keep working on themselves until they become effective. Here’s how:

**1 Learn to be strong but not impolite.**

It is an extra step you must take to become a powerful, capable leader with a wide range of reach.

**2 Learn to be kind but not weak.**

Kindness is a certain type of strength. We must be kind enough to tell someone the truth. We must be kind enough and considerate enough to lay it on the line.



**3 Learn to be bold but not a bully.**

It takes boldness to win the day. You've got to walk in front of your group. You've got to be willing to take the first arrow, tackle the first problem, discover the first sign of trouble.

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#### 4 Learn to be humble but not timid.

Some people mistake timidity for humility. But humility is a virtue; timidity is a disease.

#### 5 Learn to be proud but not arrogant.

It takes pride to build your ambitions. It takes pride in a cause, in accomplishment. But the key to becoming a good leader is to be proud without being arrogant.

#### 6 Learn to develop humor without folly.

In leadership, we learn that it's OK to be witty but not silly; fun but not foolish.

#### 7 Learn to deal in realities.

Deal in truth. Just accept life as it is—the whole drama of life. It's fascinating.



**“Life is unique. Leadership is unique. The skills that work well for one leader may not work at all for another. However, the fundamental skills of leadership can be adopted to work well for just about everyone: at work, in the community and at home.”**

(Jim Rohn)

### The Bible

#### Selfless Relationships

**John 15:16** “Greater love has no one than this, that he lay down his life for his friends.”

#### Christian Relationships

**Ephesians 4:2** “Be completely humble and gentle; be patient, bearing with one another in love.

#### Relationship with money and materialism

**Proverbs 22:1** A good name is more desirable than great riches; to be esteemed is better than silver or gold.

***Our Editor, Nancy Chu at [nancy-chu@cornerstone-group.com](mailto:nancy-chu@cornerstone-group.com) would love to hear from you if you have special thoughts to share.***

### About Cornerstone International Group

**Cornerstone International Group** is a global leader in executive search and the adviser of choice to companies & business owners seeking counsel on senior leadership changes and needs. Our clients partner with us because we deliver better results faster. With 25 plus years of track record across the globe and over 60 offices worldwide including 6 offices in China & 18 across Asia, we know how to attract top leaders you need for your business and we take the time to know your business. Visit us at [www.cornerstone-group.com](http://www.cornerstone-group.com) to see how you can **'Achieve More With Cornerstone'**™

