

INSPIRED TIPS

MANAGING INTERNAL RELATIONSHIPS

- Be specific in setting out requirements / requests
 - Build personal relationships through face-to-face contact where possible
 - Confirm in writing
 - Develop Service Level Agreements [SLAs]
 - Eradicate blame – act from the point of solving problems together
 - Go elsewhere if you don't get the service you need
 - Improve internal communications through applying best practice yourself in all you say and do
 - Improve your understanding and perception of people and roles
 - Take personal responsibility for building and managing internal relationships
 - Provide feedback
 - Respect your colleagues
 - Respond to individual needs
 - Set deadlines
 - Understand services being provided
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