

Soft Skills Development
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Lecture – 16
Building Relationships

Hello. I am going to talk on another very interesting topic that is called Building Relationships. In my previous lecture, I was emphasizing about the communication relationship now the question is that a how to build relationship that also some sort of a skill, and again our communication behavior playing very, very vital role in building relationships.

You all will agree that a relationship matters a lot in our life, if you are having good relationship in our family with our colleagues, with our friends a life will be very enjoying very interesting. But those who are having not good relationship I will not use the word bad rather not good a relationship with others they face lots of problem since morning till evening they keep on just complaining, blaming each other and cursing the system, cursing the people, creating problem for others. Relationship is very very important in our life. Today I am going to talk about how we can build relationship.

Before I start, we have to understand that no, I would like to say this way that no relationship is permanent in this world. Now some of you can say why not, you know in our family intimate relationship close relationship for example, mother and children, father and son, daughter and mother, family members, they are having very close relationship, they are having very intimate relationships yes its right its correct, but please remember when I say that no relationship is permanent in this world I mean to say that any relationship may be very intimate relationship even between wife and husband, brother sisters, father and son, mother and daughter, the time comes the situation comes in our life that we are having problems, we are having conflicts. This is our human nature behavior it is something very complex at times we are not able to understand what happens even in our close relationship it takes time to understand.

We have seen, that very close friends till yesterday and next day, one fine morning we find that something has happened and they have broken the relationship they are not talking, but the last so many years they were very close, very good friends we see that

wife and husband quarreling, fighting, we have seen then even the son and the mother, even the father and the son, daughter and the a mother, they are having problems, they are having issues, they do not talk with each other for some time and even some time situation become so worse that due to property problem or many other issues people are going to the court.

We have seen even the son and the mother, daughter and the mother, father and the son, they go to the court. And here this is something very one can say these are the many intimate relationship very close relationship. What is required in fact, now it is relationship is just like you know our machine, if we buy some new gadgets for example, computer or mobile phones or something new then from time to time we need maintenance otherwise, it will not function properly after some time there will be some problem, so if you avoid it will problems only multiple and we shall not be able to work.

Similarly, the relationship needs time to time maintenance, and how we can maintain maintaining, if we want that our relationship, should our relationship should go for a longer period for lifelong then whether it is intimate or otherwise formal relationship we have to have maintenance and what is that? Through our communication behavior time to time, talking, interacting, in our renewal relationship renewal is also required, surprises, gifts wishing each other on certain occasion like: birthday, marriage ceremony and all the time making other partner other people feel that they are important for us.

We should not ignore we cannot simply take for granted that whatever relationship is there people will understand and it will continue forever, this is very very important and in this process of maintenance, maintaining the relationship our communication behavior of course, it is playing very very, very important role. Please remember we can make or break relationship through our communication behavior. It takes year, it takes months, to build relationship, but it will take just few seconds, few minutes, to break the relationship. You had uttered just some words and you see that how the person who till last moment he was very nice to us he or she will become very angry, just use some words, some bad words and you see. Communication is playing very very important role.

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Why relationship?

- **Necessary for survival: food, water, and shelter.**
- **Necessary for feeling of safety.**
- **Finally, individuals seek 'more human contacts'.**

Let me start further, that why relationship, some people say might say that I do not want relationship is it possible that no relationship, we can survive, we can live. Somebody can say that I am going to the forest, I will live alone, I do not want to have any relationship with any human being - yes, but you see that there are people who develop relationship with animals, with domestic animals, even with the nature, with a flowers, with a trees, with a natural beauty. There is also kind of relationship they enjoy there are people who enjoy more with pet animals, like: cats and dogs then the human being, but that is also relationship. They develop lots of love and affection, we have seen that there are people who are having the domestic animals like: dogs and most of the time they are spending with these kinds of animals because they develop some sorts of you know very intimate, a love a relationship for them. So relationship is there, so we cannot survive without relationship.

And another reason for relationship is that Necessary for survival: many times we need relationship just for survival, these are the necessity of our life what are that food, water and shelter and for that also because the situation demands, if somebody is hungry stomach and if you are giving knowledge or talking very high philosophy he or she is not going to listen. Because of survival situation demands that we go to the people from where we can get food to survive. That is very very important there I have to develop we have to develop relationship.

There we have seen that when they are in natural calamity and the problems even the people who are very rich or well established families, but in flood or in other natural calamities they have lost everything and then give them some from the government side or some organizations, voluntary organizations or sending food we have seen that how people are fighting with each other with small packet of foods. These are the necessity, if a person is hungry, if a person is dying, then he will forget all these manners, etiquette manners and he will just want to survive. Life is very, very precious for everybody, so food, water and shelter these are the very, very important thing and for that also we want to have relationship, develop relationship.

Then next, comes safety. Safety and security is also very, very important and for that we need a relationship finally, individual seek more human contacts by nature we human being want to have more contacts with other human beings, this is our nature. We have seen that a people would like to go and talk and spend time with the people with whom they like. Most of the people like to mix up with a people to go and talk of course, there are some people they have exceptions as I mentioned that they have some other way of looking. Even one can go to the extent that, there are some people who are who dry to who try to disassociate from this material life, worldly life and they try to develop relationship with god. It is all together spiritual world one can say and there they derive pleasure so, but this is very very necessary important in our human life.

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Tips for communicators:

- Relationships play an important role in our life.**
- There are several characteristics that help to define relationships.**
- Relationships influence our behaviour, goals, and attitudes.**
- The formulation of relationships depends on communication.**

There are certain tips for communicators when we want to develop relationship. Relationship plays an important role in our life. There are several characteristic that help to define relationships. A relationships influence our behavior, our goals and attitudes. The formation of relationships depends on our communication pattern. Kind of friends we are having in our life that might affects our attitude, our behavior, the value system of life. You know many times it happens, that some people say that just tell me what kind of friends you have I will tell about your future, about your character, about your behavior.

Our friends matters a lot, a friend in need is friend in deed - many times perhaps or parents, our family members might not helps for certain things, but our close friends and that is why I say that those who are lucky in their life they get some friends. One cannot get several friends those who are lucky they can get really 2, 3 friends, good or true friends who are really in all the time ready to help us, even if we have committed some mistakes, something very bad they will not run away generally, it happens that when we are having bad times friend circle, in friend circular friends, just escape or they do not help or they run away, but those who are really good friends they will stand by and they will say that yes if you have done something wrong so you should except and repent and whatever punishment is given you accept and try to understand and promise that you will not repeat the same thing again. This is the relationship.

This kind of friends really we need we cannot share our problems with everybody, but if you are having really a good friend, we can say because sharing its self is a boon. If you are having some sort of problems and if we try to keep within us for longer period it creates lots of our health problem, mental problem, but if are having somebody who can listen to us just sharing its self gives some sort of a relief to us. Once you try one should try to develop a relationship at least few friends, one should have, real friends one should have and these friends really help a lot in our bad times.

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Characteristics of a Relationship:

- **Relationships mold people.**
- **Relationships are subject to human problems.**
- **Relationships are transitory**
 - (a) *Deep*
 - (b) *Moderate*
 - (c) *Casual*
 - (d) *Passing*
- **Relationship Rules cannot be formulated.**

Now, as I was mentioning that these relationships are characteristic of a relationship, the relationship molds people. What kind of company am I? What kind of friends am I having? It will mold my behavior, my character, the way I talk with others, my communication behavior as well. Relationships are subject to human problems. As I have already mentioned that whenever we are having problems we go to a person or a people where I can get some solution and that is why it also becomes necessary to have a relationship with others. Relationships might be sometimes, we have the relationship automatically, also the situational relationship is also possible, but many times we have to have a relationship with others.

Now, if I say that relationships are transitory in nature, as I say that no relationships are permanent there is a process. Here for our understanding you see that there are 4 stages one can say that we have the relationship beginning from a passing, to casual, to moderate, and deep.

Now, I can say some example, passing relationship, many times it happens that we are just looking at others and suppose we are catching the train and every time, I find that one person he also catches the train at the same time, and after some time what happens that because we see each other very often though we have not talked with each other but from a distant when we look at him or her mentally sometimes we smile or mentally, we develop some sort of relationship - oh I am going every day same time, same train, he or

she is also going same time, same train. We develop some sort of relation this is called you know some, something passing relationship. We have never talked, we have never interacted, but mentally we have developed some sort of relationship and some other example might be that some people sometimes in imaginary world while going someplace and they find some beautiful face and they develop some sort of relationship mentally. So, this is just you know passing relationship.

Then another relationship is casual, sometimes we are going to picnic or some places and places and casually we meet some body may be in the train, may be at the airport and just say hi, hello, and asking the name, where are you going. Suppose I am in the train the person is sitting and I ask that are you going if he says that I am going to Mumbai then I is oh, I am also going to Mumbai. So, we develop some sort of casual relationship and then few more interaction is there and this is simply means, we not very much interested in each other, but casually it happens that once that journey is complete that we forget this relationship.

Then for all our professional life in all our professional life we are having some sort of moderate relationship, we are going to seminar, conferences, attending the meetings, we are having colleagues, and then we are having social gathering, it is very moderate relationship for all purposes we are having lots of formalities, asking also how is he? What are the things happening? How are the family members? When you are going on leave? What are doing in the vacation? Like, that we interact with each other so that is called moderate relationship. And then, there is a relationship stage that is called deep relationship. Now, deep relationship, what is deep relationship? Like wife and a husband and family members, brothers, sisters, father and son. These are very close relationship, deep relationship, and intimate relationship.

Now, we have to understand that how the things are happening, many times it is quite possible that this passing relationship if you are having some interest in him or her might be converted into casual relationship and then casual relationship might go to moderate relationship and that time will come when both the partners both the members have liking for each other that that can be converted into deep relationship. These are the stages it happens. Many times people come closer or become get married just means they saw some were as I was mentioning passing relationship, in the train, at the airport

railway station and situation it happen so that they met again and some here and this passing was converted into deep relationship.

But, again this is also where I have an important that when people are having deep relationship, due to the problem, due to the conflict, because you know problems and conflicts are part and parcel of our life we cannot run away, our behavior is so complex, we become so happy, become very sad, we like, we dislike, we have our differences of opinion. Because of our several problems what happens in our life that this deep relationship with a time is converted into moderate and from moderate the situation comes the time, come that it is it goes down further and it becomes casual and then it ends, with just passing means, the deep, the people till yesterday, they were having very close relationship, now they are not in talking in terms, they do not like each other, they have lots of hatred, they hate each other so this is the way a things happen in our life.

Now, in this process what is important? In this process it is important that we should be very aware about our relationship if you really want that whatever relationship we are having it should continue for a longer period and there should not be much problem then I was mentioning that we have to very cautious in our relationship behavior number one, number two that we should try to maintain from time to time we should try to renew suppose we have a friend in our school, many times we have a friends in our school days and then colleges then we forget.

But, we never forget the one in whom we had lots of you know love and affection and interest. What is required that really if you want that that friendship should continue till the end of our life then time to time we should contact, we should telephone, we should write e mail letters, invite, we should give gifts, we should be busy at with each other, we should go together for a picnic, like that these things are really required if you are really want that this relationship should continue for a longer period. Otherwise, this is nature the relationship will automatically will die out as it happens that many times we are going for conference, seminar, as a tourist, picnic spot, we meet somebody and then sometimes you know we are continuing interaction and writing mails for 1 month, 2 months, 3 months, but after that we forget.

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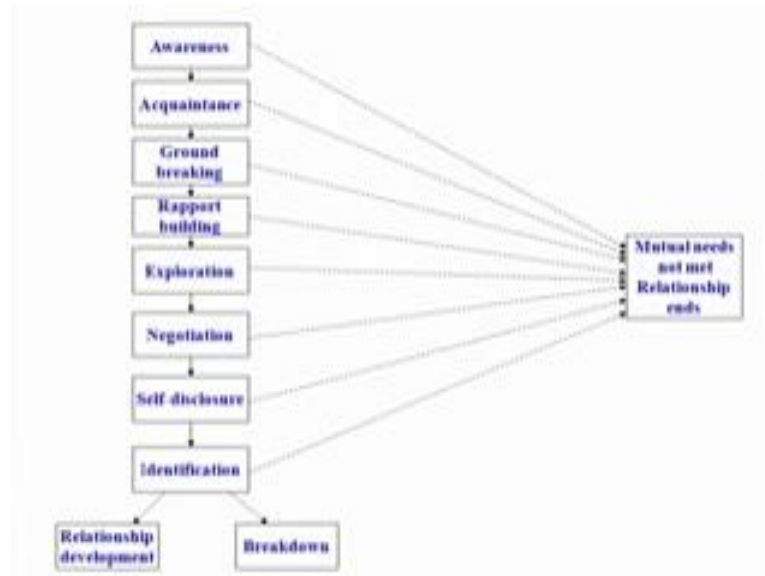
Characteristics of a Relationship:

- **Relationship influence people**
 - (a) *Goals*
 - (b) *Attitudes*
 - (c) *Behaviour*
- **Relationships are activated through communication.**

If really some relationship matters, some relationship for we feel that is very important then we should keep on trying to renew, to maintain and for that we should put some efforts. Now, this Characteristic of Relationship; the Relationship influence people I have already explained that goals and attitudes and behavior all these thing will get effected, relationships are activated through communication. Now, the thing is that how through communication we can activate relationship.

Communication is playing very very important role if you want to have a relationship with somebody how you will do this is very simple you have to take the initiative means if you want that you should have relationship or you should make some friends or you want a some good relationship with some of colleagues whom you think that he or she might be very helpful or they are very good in nature or if you want to develop some relationship with some spiritual guru teacher, so one has to put some efforts that means, we have to talk. And then I am going to explain that how to make relationship there are several stages. And then I am going to explain, that how to make relationship there are several stages we have to follow to make the relationship.

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First one is Awareness; we have to get aware that about the situation really first of all we should think that really this is important to have relationship to get aware. Then next step is Acquaintance, Acquaintance means get to know each other just simply you are telling somebody your name and asking his or her name and then comes next the ground breaking means, how to go further the ground breaking means once you that what are the thinks a person would like to discuss some simple, suppose somebody is interested in cricket, if you start talking in cricket, somebody is interested in social issues, social problems, if you start talking with that. What you what will happen that person will feel little more free and open to interact and talk.

Then Rapport Building means, somebody having some issue, some problem and if you can help him with those problem and issues then definitely very easily we can build the rapport then, explore further issues, then negotiate with the issues and then, this is very very important self-disclosure it is said that self-disclosure is reciprocal; that means, if I disclose something about myself about my personal problem, about my personal secret with somebody it is expected that other person, other partner will also disclose the same thing the personal issues, the personal problems, about family, about the secret things, this is the very very important here one has to very cautious.

We should not jump to make friendship in hurry because many times you are put in trouble out of emotion, out of depression, out of certain problem, what happens the very

easily we come closer to somebody. If the person is showing some sympathy we think that a person is very nice and we forget everything and then start disclosing our personal problems, personal issues, but here we have to be very cautious, self-disclosure should come at very later stage. We have to first test the person whether that person is really good enough in home we can have trust only then, we should come to this self-disclosure stage.

And this is also sort of test in self-disclosure if I am disclosing lot many things about my personal life and I am not listening anything from him or her so we should be very cautious. That person might misuse my information. We have to very cautious because self disclosure generally, I supposed to be reciprocal and if this is not happening we have to very cautious. Then we can identify in what way we can help him and if these mutual needs are met then relationship will go head, relationship will develop, but if at any one of these stages if there is some breakdown, if there is some problem, is there and one is no more interested, not listening, no negation, negotiation is taking place, no self disclosure is taking place, then quite possible that it might breakdown. These are some of the stages we have to follow in Building Relationship and of course, communication is playing very very important role.

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Stages in the Formation of a Relationship:

- Awareness
- Acquaintance
- Ground breaking
- Rapport building
- Exploration:
 - (a) *Seeking information*
 - (b) *Giving information*

And this is further explanation of the same thing what I have explained the Awareness, Acquaintance, Ground breaking, Rapport building, Exploration: that means, Seeking information, giving information.

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And then, Negotiation, Self-disclosure: that is Formation of bonds, Reduced needs for further testing because once we have tested the self-disclosure then no more testing is required as I have already mentioned that self disclosure is reciprocal. Identification: means, Efforts made to determine the partner's needs. And Efforts made to fulfill the partner's needs. If you are able to meet the mutual needs of each other then definitely relationship will go ahead it will advance otherwise with all probability it will break.

Breaking and developing or making relationship in both the cases what is important, that communication is playing very very important role. Even from the initial stage awareness, what is important? Communication if you are not communicating we cannot develop relationship, how can we develop relationship, if you want to develop relationship with somebody then we have to communicate, we have to express our self, things will not happen automatically. Many times it happens that people are thinking too much, but when situation demands and opportunities come they are not able to express, they out of fear or out of certain they become very shy.

This is also willingness to communicate, unless and until we are communicating, telling our problem, telling our views, telling our opinion, how others will understand this is

very important we should not take for granted that others will understand no, no why others will understand. Willing there should be willingness to communicate, express yourself, tell even many time it happens that some people because of their shy nature they do not express even they love somebody, even they want to propose somebody, they keep on waiting and waiting and waiting and that time goes away, opportunities goes away, they lost the situation and opportunities. With the right time, with the right situation one should try to communicate, express, there should be willingness.

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What you look for in relationships:

- **You look for someone like yourself.**
- **You look for people who can do something for you.**
- **You look for someone who can help keep you in balance.**
- **You look for someone who is dynamic and sociable.**

Finally, what you look for in relationship. You look for someone like yourself. And relationship generally, if somebody's nature and behavior is matching with my nature and behavior I will be automatically very close to him or her. This is you know these are something very natural with the human being we come very close and if the behavior and nature or food habits or liking and language these are the factors bring people together.

You look for people who can do something for you. Yeah if I am having some problem where I will go, I will go to the person who can help me, who can guide me, who can suggest me, who can find out some solution. We need some people, we have to develop some relationship, I can go to the friend when we are in difficulties, when we are passing so through hardships, we try to remember oh, let me let me bring him, let me contact him, oh, he can help and we feel much relief at that particular movement. You look for someone who can help you, keep you in balance.

Yes many time it happens, that we are having lots of personal problems, professional problems, family problems and then we do not find any solution. So, we go and in these situation if somebody is there coming and giving, consoling and telling do not worry, I am there we feel very much relief, we feel good. So, this is very very important. You look someone who is dynamic and sociable: means, who is dynamic, who can help, who understand our problems and who is also sociable understand the relationship, other persons, others behavior, and help in our need. Always it is good and we should try to look for these types of people.

I would like to conclude that relationship matters a lot in our life whether this is related to conflict, this is related to personal problems, family problems, always we should try to a develop relationship. Whatever, relationship you are having and as I mentioned earlier that maintenance of relationship is very, very important and in all these what is the most important thing is that our communication behavior. We should be very, very cautious, we have to very, very alert in our communication, behavior and this is the communication, behavior, with whom we can make our life easier, comfortable, we can become happy and we can make others happy. This is really a boon of God that if which is given means about our communication, about our speaking. With that I would like to finish my talk.

Thank you very much.