



The Power of Healthy Workplace Relationships

A guide to building trust, strengthening connections, and resolving conflict at work

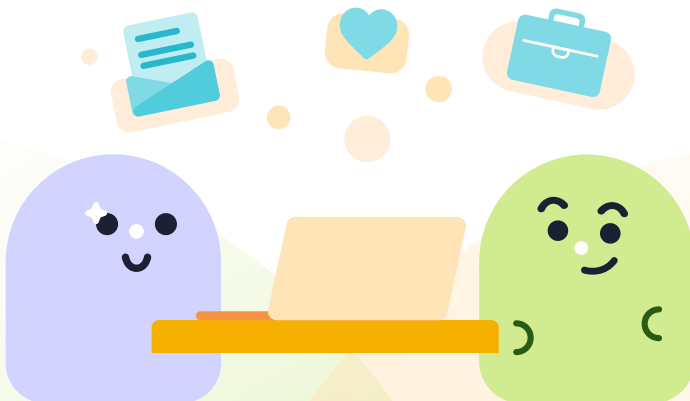
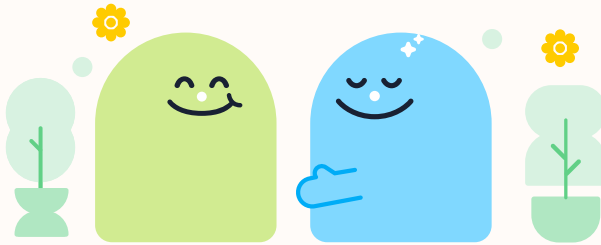


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Introduction to positive workplace relationships and conflict resolution

Great workplace relationships make work more enjoyable, boost teamwork, and help everyone be more productive. Some elements of a strong workplace relationship include having trust, open and honest communication as well as emotional intelligence. But let's face it: disagreements happen. Yet, conflict is still something many people are uncomfortable handling—especially in the workplace.



For example, a study by CPP Global found that

85% of employees

deal with conflict in their working lives.



The question is:

How do you continue to maintain these workplace relationships whilst managing conflict? It all starts with the right approach.

In this guide, you will learn how the GROW framework can help you nurture your workplace relationships and tackle conflicts effectively.



Grow



Reality



Options



Will

So, are you ready to enhance your workplace relationships and turn conflicts into opportunities to grow with this simple, actionable approach? Let's get started!

Building the foundation for a strong workplace relationship

Every relationship starts with a strong foundation and takes both time and energy to nurture. What these relationships often have in common include mutual respect, trust, open communication, empathy, and emotional intelligence. Nail these, and you'll not only make work more enjoyable but also set yourself up for career success.

The power of having friends at work



Work friendships aren't just nice to have – they are game-changers. Other than breaking the mundanity of a nine-to-five, they also help boost collaboration and help you climb the career ladder.

Here's how you can make these relationships work for you:

1. Strategic relationships

Identify key people who influence career growth

2. Effective communication

Learn to listen and accept constructive criticism

3. Networking beyond your immediate team

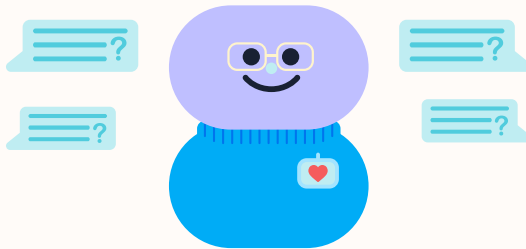
Engage with cross-functional colleagues and leaders leads to workplace influence and recognition



Career mentoring vs. sponsorship –

Mentors give advice, but sponsors use their influence to advocate for you in closed-door discussions.

Identifying and approaching professional connections



If you've recently joined the workforce, it can feel like the first day of school, except with fewer lunch breaks and more emails.

The good news? **You don't have to be the most outgoing person in the room to build great connections.**

Start small. A simple **"Hey, I'm new here! What's one thing I should know about working in this company?"** can break the ice without feeling forced.

And don't overthink it. Most people are happy to connect, especially if you show genuine curiosity. **Remember, networking isn't about collecting contacts; it's about building relationships.**



Guided prompt:

"Who in my workplace can help me learn, grow and advance?"



"Your network determines your net worth."
- Porter Gale

The secret to career longevity: Following up and maintaining relationships



Career longevity is all about building relationships that stand the test of time. A quick follow-up after a great conversation, a check-in message months later, or even a simple “Congrats on your promotion!” can keep connections alive.

The strongest networks aren’t built overnight; they’re nurtured through **consistent, genuine interactions**. Relationships, like careers, thrive when you invest in them. So don’t just network, **nurture**.

Here’s a toolbox from Naluri Career Coach Fazilah Yusof who has over 4 years of experience suggests:

Email & LinkedIn Templates:

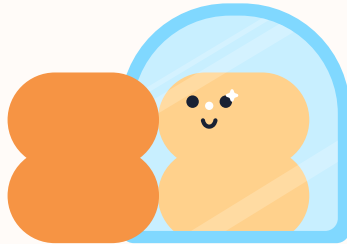
- **For Career Growth Opportunities:** “I am eager to take on more responsibilities. Do you have any suggestions for how I can contribute more strategically?”



Guided prompt:
"How do my workplace
relationships impact my
long-term career trajectory?"

A large, empty white rectangular box with rounded corners, intended for a user to write their response to the guided prompt.

Overcoming social anxiety



If you're introverted or shy, socialising can feel a bit daunting and that's okay. You don't need to be the most outgoing person to build connections.

The key is to **focus on others, not yourself**. Genuine interest in someone's thoughts and opinions naturally draws people in. **Instead of worrying about being interesting, aim to be interested.** If the connection doesn't feel natural, don't force it. At the end of the day, authenticity always wins.

Activity! Get to know yourself a little better.

Self-assessment: "What is my networking style?"

Introverts

Prefers 1:1 deep conversation.

Extroverts

Comfortable in large networking events.

Ambiverts

Balanced between both.

Networking strategies based on your style

Introverts

Prepare 3-4 talking points in advance.

Extroverts

Listen actively and ensure balanced conversations.

Ambiverts

Switch between leading and listening in conversations.



Career growth action plan

- Identify three key people to connect with in the next quarter.
- Schedule monthly one-on-one's or follow ups with professional connections.

Coach's tips

Conversation starters for career growth



- "What advice do you have for someone navigating leadership at our company?"
- "What skills helped you the most in your career journey?"
- "What training or skills development would you recommend for someone in my position?"
- "What's the most unexpected career opportunity that came from a simple conversation?"
- "If you were starting your career today, what's one thing you'd focus on learning?"

Rethinking conflict with the GROW framework

We get it: resolving conflict can feel intimidating. After all, agreeing is easier than confronting. What most of us don't realise is that disagreements are normal and often aren't as bad as they seem. When handled well, it can lead to more productive conversations and even be a great tool to show leadership.

Let's walk through your roadmap to success - the GROW framework:



Grow

What is the ideal outcome of this conflict?

"I want to resolve this misunderstanding with my colleague and rebuild trust."



Reality

What is the current situation, and what challenges am I facing?

"We had a disagreement, and now our communication feels tense."



Options

What are some ways I can address this conflict?

"I could request a one-on-one conversation, involve a mediator, or clarify my perspective through email."



Will

What is the ideal outcome of this conflict?

"I want to resolve this misunderstanding with my colleague and rebuild trust."

Activity! Refine your goal using the SMART framework.

Your goals should be:

- **Specific:** What exactly do you want to accomplish?
- **Measurable:** How will you track your progress?
- **Achievable:** Can you realistically achieve this goal?
- **Realistic:** Is this goal achievable given your current situation?
- **Time-bound:** When do you want to achieve this goal by?



Coach's tips

"Instead of avoiding conflict, use it as a way to demonstrate leadership, negotiation, and problem-solving skills."

Strategies for turning conflict into growth

Knowing your default style can help you navigate conflicts more strategically and more effectively. There are five main conflict resolution styles, based on the Thomas-Kilmann Conflict Model:

Style	Approach	Best For	Risk
Avoiding	Ignore or sidestep the conflict.	Minor issues, when emotions are high, or when more time is needed.	Problems may resurface later.
Accommodating	Prioritise the other person's needs over your own.	Maintaining harmony, when the issue matters more to the other person.	You might feel undervalued or resentful.
Competing	Push for your own solution, regardless of others' needs.	High-stakes decisions, urgent situations, defending important values.	Can create tension and harm relationships.
Compromising	Find a middle ground where both sides give up something.	Quick resolutions, equal power dynamics, when a perfect solution isn't possible.	Neither side may be fully satisfied.
Collaborating	Work together for a win-win solution.	Complex problems, long-term relationships, fostering innovation.	Requires time, effort, and strong communication skills.

Still not sure which conflict style you are? Take the [quiz](#) to find out.



The goal isn't to eliminate conflict. It's to navigate it in a way that strengthens relationships and drives better outcomes.

Next time you find yourself in a disagreement, consider adopting the strategies below:

- **Shift your mindset:**

See conflict as a chance to learn, not just a problem to solve.

- **Listen first:**

Seek to understand before responding—people want to feel heard.

- **Use "I" statements:**

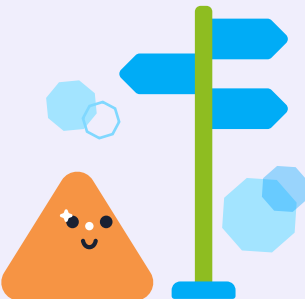
Say "I feel..." instead of "You always..." to avoid sounding accusatory.

- **Find common ground:**

Focus on shared goals rather than differences.

- **Know your default style:**

Self-awareness helps you adapt and respond effectively.



Create a solid action plan

Now that you've reflected on your workplace relationships and conflict resolution approach, it's time to turn those insights into action. Keep your plan practical and achievable. Break down your goals into small, actionable steps. Identify the resources or support you may need, and set realistic timelines to track progress.

Activity! Create your action plan:

Create your action plan:

Journaling prompts for career relationships:

- "What is one workplace relationship I want to strengthen this quarter?"
- "What are the top three qualities I look for in a career mentor?"
- "What is one professional conflict I managed well, and what did I learn?"

Conclusion

Your career isn't just shaped by what you know, it's also built on the relationships you cultivate. Strong workplace connections lead to better collaboration, higher job satisfaction, and long-term professional growth.

Conflict is inevitable, but when handled with the right mindset, it can strengthen trust and open new opportunities.

The effort you put into nurturing these connections today will pay off in ways you can't yet imagine. So start small, be intentional, and watch how far your relationships can take you.

Naluri resources











You are never alone on this journey. Naluri is here to support you every step of the way. From coaching to tracking tools, we provide resources to help you stay on track and achieve your goals.

Webinars [Mastering Networking: Building Stronger Connections](#)
[From Conflict to Resolution: Managing Workplace Disputes](#)

Articles [Managing Workplace Relationships: The Secret to Making Friends \(and Thriving\) at Work](#)
[Accelerate Your Growth: The Power of Peer Mentorship](#)

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For immediate support, our WhatsApp Textlines are manned by mental health professionals and available round-the-clock

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-   +65 3135 1788
-   +62 855 7467 7125
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Consultations

Book a 1-on-1 private and confidential consultation session with your preferred health coach for more personalised support



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*If your company has an existing Naluri corporate wellness programme, please check with your HR on how to register



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