Relationships Matter:

Interpersonal Skills for Success at Work and at Home

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Who are you?
Today’s Objectives:

1. Learn how relationship skills training meets employers needs for work-ready employees.

2. Understand how relationship skills training helps employees retain their jobs, increase family stability, and decrease children’s adverse experiences.

3. Be able to describe how relationship skills can be effectively implemented with CalWORKS clients in community college and job club settings.
Finish this thought with a drawing...

Relationships Today are Like...
Relationships today are like...

Passes quickly thru your hands
There are too many idiots out there tryin' to fake it = counterfeit
Not as valued, worth as much as it used to be
Finely tuned race car. You need to work on it to keep it running.
They act different in front of their homies.

But behind closed doors they be actin' RECKLESS.
Is a Good Relationship Really Possible These Days?

Many people from all walks of life are having difficulties finding and keeping good relationships, of all types.
The Good News from Research

• We know why some relationships go bad while others stay good.

• Research has identified key skills to reduce the negative patterns that wreck relationships.

Love Notes gives participants a chance to learn important relationship skills and apply them to their lives.
The quality of our lives is linked with the quality of our work relationships.
The quality of our lives is linked with the quality of our family relationships.
The quality of our lives is linked with the quality of our friendships.
The quality of our lives is linked with the quality of our intimate relationships.
Yet often, poor relationship skills get in the way.
People can learn interpersonal skills for success at work and at home.
Consider including healthy relationship skills in your program for success on and off the job.
The Dibble Institute
Resources for Teaching Relationship Skills
The Dibble Institute believes in research.
The Dibble Institute believes in stable, healthy families.
The Dibble Institute believes all people deserve respect.
Three points for today.
Relationships matter to employers.
What employers want most are employees with good soft skills.
Seattle Jobs Initiative report documents soft skills in the workplace.
Soft skills are important in getting an entry level job.

How important are soft skills to securing entry-level employment at your company?

- More important than technical skills: 17%
- As important as technical skills: 60%
- Somewhat important: 4%
- Not essential: 2%
- Important, but less so than technical skills: 17%
Employers find applicants lacking in important soft skills

Soft skills employers find the most lacking in job applicants for entry-level positions

- Communication: 55.1%
- Creativity/Innovation: 20.4%
- Problem Solving/Adaptability: 40.8%
- Professionalism/Integrity: 30.6%
- Reliability: 34.7%
- Self-Direction: 49.0%
- Teamwork/Interpersonal: 20.4%

Darker bars represent areas most lacking in job applicants and highest priorities for employers. Lighter bars represent areas that are either not lacking as much in job applicants and/or are lower priorities for employers.
Employers believe that others are responsible for developing soft skills.

In general, whose role do you think it is to help workers develop soft skills? (Choose all that apply.)

- Educational system (K-12 and post-secondary schools): 67.4%
- Community-based Organizations: 26.1%
- Employers: 54.3%
- Employees themselves: 91.3%
Soft Skills Desired by Industry:

- Manufacturing
- Healthcare
- Professional services
Soft Skills Desired by Industry:

- Manufacturing – communication
- Healthcare – communication
- Professional services – communication
Soft Skills Desired by Industry:

- **Manufacturing** – communication, teamwork
- **Healthcare** – communication,
- **customer service skills**
- **Professional services** – communication, teamwork
Relationship skills can improve employability.
Relationship skills can improve employability.
Managers say that personal relationship issues are the biggest employee distraction at work.
Employees don’t leave their family stresses at the business door.
Roughly 20% of any employee population is likely dealing with a significant personal issue.
### Appendix B: Annual Cost of Divorce in the Workplace

John Curtis, Ph.D.

Use this worksheet to begin quantifying the real cost of each divorcing employee in your organization. While it is often difficult to be precise about the hours lost in each category, estimating the impact over several employees increases the validity of the calculation process and increases the reliability of the cumulative financial impact of divorce to your organization.

#### Case Study Example: Mid-level Salaried Executive

<table>
<thead>
<tr>
<th>Pre-Divorce Costs (13 Week Period)</th>
<th># of Hours</th>
<th>Hourly Rate</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost productivity of divorcing employee</td>
<td>130</td>
<td>$20.00</td>
<td>$2,600</td>
</tr>
<tr>
<td>- Divorcing employee performance at 50%-70%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Time spent dealing with financial, psychological issues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss productivity of (3) peer/office staff</td>
<td>39</td>
<td>$22.10</td>
<td>$862</td>
</tr>
<tr>
<td>- Time spent grooming and/or covering for distressed employee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Increased/redistributed workload for employee(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss productivity of supervisor</td>
<td>13</td>
<td>$25.50</td>
<td>$332</td>
</tr>
<tr>
<td>- Time spent dealing directly/indirectly with issues of employee's performance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>During Divorce Costs (26 Week Period)</th>
<th># of Hours</th>
<th>Hourly Rate</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost productivity of divorcing employee</td>
<td>150</td>
<td>$20.00</td>
<td>$2,600</td>
</tr>
<tr>
<td>- Divorcing employee performance at 50%-70%</td>
<td></td>
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<table>
<thead>
<tr>
<th>Post-Divorce Costs (13 Week Period)</th>
<th># of Hours</th>
<th>Hourly Rate</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost productivity of divorcing employee</td>
<td>32.5</td>
<td>$20.00</td>
<td>$650</td>
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<tr>
<td>- Divorcing employee performance begins to return to normal</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Loss productivity of (3) peer/office staff</td>
<td>6.5</td>
<td>$22.10</td>
<td>$144</td>
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<tr>
<td>- Increased/redistributed workload for employee(s)</td>
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<td></td>
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<tr>
<td>Loss productivity of supervisor</td>
<td>3.25</td>
<td>$25.50</td>
<td>$83</td>
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<tr>
<td>- Time spent dealing directly/indirectly with issues of employee's performance</td>
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</table>

| Total cost of divorce per employee | $8,465     |
| Approximate # of employees divorcing each year | 10         |
| Total Cost of Divorcing Employees to Your Organization | $84,650    |

A $20/hr employee divorcing or splitting up will cost approximately $8,000.
Relationships matter to employers.
Relationships matter to employees and their children.
Good social skills may be linked to higher earnings.
IQ is a poor predictor of job performance.
When managers fail, it is usually due to poor emotional intelligence.
Better listeners may be more upwardly mobile.
Relationships matter to children.
Relationship skills can reduce family turbulence.
Adverse Childhood Experiences are too common.
Family form impacts Adverse Childhood Experiences.

![Bar chart showing the percentage of children aged 0–17 years with selected types of adverse family experiences, by number of biological parents living in the household: United States, 2011–2012.](chart)

**NOTE:** Children living with step or adoptive parents were excluded.

Stable families are the best place to raise children.
Married couples seem to build more financial and social capital.
Relationships matter to employees and their children.
Relationships skills can be taught and learned.
Relationship skills are a new tool in our toolbox.
Relationship skills training works in CalWORKs.
Terrie Hawthorne, MSW
Workforce Preparation Counselor/Coordinator
Moreno Valley College
Laura Nankervis, M. S. Counseling
Counselor / CalWORKs
Victor Valley College
People learn that healthy relationships are based on skills.
Communications & Teamwork
Problem Solving
Emotional Management
Soft Skills Desired by Industry:

• **Manufacturing** – communication, teamwork
• **Healthcare** – communication,
  customer service skills
• **Professional services** – communication, teamwork
Participants learn they can decide and not slide into relationships.
Participants learn to see life through the eyes of their child.
Love Notes is grounded in the latest research.
It is engaging.
Mostly about sex, money, status

- Our girl is only worried about what her boyfriend will buy her. In return for a gift, she has sex with him.
- He’s in the bed throwing money at her; a big ring.
- There is no foundation for this relationship.
- She isn’t sure she even likes him.
Attraction on many levels

• **Red heart:** Two people joined by their hearts

• **Perfect triangle:** they have a balanced amount of love and happiness. Same sex couple.

• **Color & Size differences:** enjoy their differences

• Each of them is holding a beer bottle to *symbolize* being “drunk on each other’s love”
It shows results.

Love Notes Prevents Teen Pregnancy!

Percent higher or lower than U.S. Teen Pregnancy Rate

<table>
<thead>
<tr>
<th></th>
<th>CHAMPS Teen Pregnancy Rates*: 12-month Impact Comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Teen Pregnancy Rate (2011) iii</td>
<td>13%</td>
</tr>
<tr>
<td>KY Teen Pregnancy Rate (2011) iii</td>
<td>59</td>
</tr>
<tr>
<td>Af Am KY Teen Pregnancy Rate iv</td>
<td>62%</td>
</tr>
<tr>
<td>CHAMPS Control Group</td>
<td>84</td>
</tr>
<tr>
<td>CHAMPS Reducing the Risk</td>
<td>64</td>
</tr>
<tr>
<td>CHAMPS Love Notes</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>33%</td>
</tr>
</tbody>
</table>

(*Ages 15-19, per 1,000, average from 2012-2015)
It’s easy to implement.
Choosing Reds or Greens?
Relationships skills can be taught and learned.
1. Employers benefit.

2. Employees and their children benefit.

3. It’s easy to implement.
Consider including healthy relationship skills in your program for **success** on and off the job.
Relationships Matter

Questions?
Keep in touch!

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