

# Chapter 9

: BUILDING AND SUSTAINING  
: MEANINGFUL AND EFFECTIVE RELATIONSHIPS  
: AS A SUPERVISOR AND MENTOR

## INTERPERSONAL & THERAPEUTIC RELATIONSHIP SKILLS

Interpersonal skills should be viewed as pivotal because the ability to interact effectively with others facilitates your ultimate success as a practicing behavior analyst and as a supervisor.

**“IN INTERPERSONAL SITUATIONS, BEING RIGHT SHOULD NEVER BE THE GOAL:  
BEING EFFECTIVE SHOULD BE THE GOAL.”**

### CORE INTERPERSONAL SKILLS

1. Communication
2. Noticing and Self-Reflection
3. Perspective Taking
4. Flexibility and Compromise
5. Integrity and Accountability

### REMINDER

Always proceed from the perspective that you do not yet know or understand the other person's circumstances but that their behavior is understandable and predictable when seen from their perspective and in the context of their immediate controlling variables.

### STRATEGIES FOR SUCCESSFUL COMMUNICATION



Know your goal, what outcome do you want?

Having shared goals are best.



Be thoughtful in selecting the time and place of a conversation.



Continually assess the impact of your behavior on the listener.



Practice difficult conversations ahead of time and reflect afterward.

GAIN A COMPREHENSIVE UNDERSTANDING OF THE POWER OF COLLABORATIVE RELATIONSHIPS IN THE BOOK:  
[abatechnologies.com/products/building-and-sustaining-effective-relationships](https://www.abatechnologies.com/products/building-and-sustaining-effective-relationships)

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