



Relationship builders Hedy (left) and Yumi Schleifer (right) with the presenters on Primetime Morning.

CHANNEL NEWSASIA

THE PRIMETIME MORNING INTERVIEW

An emotionally safe workplace

NANCY ANG

producer, primetime morning | nancyang@mediacorp.com.sg

HOW often have you found yourself in a conversation with someone, but you're not really listening?

It has happened to me and according to relationship builder Yumi Schleifer, it happens to all of us most of the time. And the reason why we're not paying attention, he says, is because we're too busy evaluating the conversation, finding ways to disagree and waiting to jump in with our own opinion.

Yumi and his wife Hedy, who are based in California, were in Singapore to conduct workshops on how to improve communication among co-workers. Their theories may not be completely new but what was interesting was their concept of creating an "emotionally safe" workplace. It's important, Yumi says, for management to put emphasis on nurturing a culture that focuses on building trusting relationships, where staff can feel "appreciated, seen, understood and heard".

It may be easier said than done, especially in these times when companies are focusing on measures to stay afloat. The creation of an emotionally safe workplace might not exactly lead the list of priorities.

However, the Schleifers believe that it is precisely because of the downturn that relationships at the workplace must be given priority. Said Hedy: "Only if we really create a sense of community, will people relax enough to be innovators, risk takers and as creative as they can be."

Hedy acknowledges that this has to be spearheaded top-down for the concept to work. Management must be open to the idea of picking up new habits for the office.

For larger corporations to build good relationships between co-workers, Yumi suggests reorganising each department into no more than 150 people. He says a study has shown that this is an ideal number, where everybody can get to know each other.

However, there's no need to wait for any major change to happen to your workplace. The drive to build better relationships can always begin with the individual.

For a start, I'm going to hone my communication skills. This will include listening, without getting distracted, to the person I'm conversing with. I'm also going to put myself in the shoes of the other person. "We teach people to actually hear what the person is saying word-wise and also what's underneath," said Hedy.

NEXT WEEK ON PRIMETIME MORNING

MONDAY

The Rice Project is an exhibition about life in Sri Lanka after the 2004 tsunami. We meet photographers who've used their art to make a difference.

TV celebrity Bryan Wong is back from a nine-month, 39-country odyssey and spills his travel secrets.

TUESDAY

The Doctor is In and we look at eye diseases with so few symptoms in the early stages that when patients seek treatment, blindness may have set in.

WEDNESDAY

Gilles Hennessy is a seventh-generation member of the Hennessy dynasty. He tells us about his family's involvement with the business of luxury.

THURSDAY

Story of a Rabbit is an award-winning play that gives a meditative but whimsical look at death. We meet the artistic director of the UK production.

FRIDAY

The Oscars are coming! We chat with our film critic to find out who has got the best shot at winning the coveted award.

Interviews are subject to change

长江电影城 Yangtze Cineplex
 珠光大厦4楼 Level 4, Pearls Centre Tel: 6223 7529



Tdy: 11.00am, 1.00, 3.00, 5.00, 7.00, 9.00, 11.00pm
 Tom: 11.00am, 1.00, 3.00, 5.00, 7.00, 9.00pm

RAPE BY AN ANGEL 2-THE UNIFORM FAN 强奸2-制服诱惑
 Chinese with Eng Subtitles - R21 Tdy & Tom: 1.00, 7.00pm

LOTOSEX 性爱游戏 Japanese with Chin Subtitles - R21
 Tdy: 11.00am, 3.00, 5.00, 9.00, 11.00pm

CREAM LEMON 初恋不设防 Japanese with Chin Subtitles - R21
 Tdy: 11.30am, 1.30, 5.30, 11.30pm Tdy: 11.30am, 1.30, 5.30pm

BATTLE IN HEAVEN 偷欢 Spanish & French with Eng/Chin Subtitles - R21 Tdy & Tom: 3.30, 9.30pm

"A SUPERBLY MADE THRILLER FROM THE DIRECTOR OF THE USUAL SUSPECTS AND X-MEN"
 ESQUIRE

TOM CRUISE
 A BRYAN SINGER FILM
VALKYRIE

WHILE OTHERS FOLLOWED ORDERS, HE FOLLOWED HIS CONSCIENCE.
NOW SHOWING

WITH CHINESE SUBTITLES PG [SOME VIOLENCE] www.foxmovies.com.sg

SUPER SUDOKU plus

Our tough weekend treat for Sudoku die-hards

DIFFICULTY RATING: +++++

			4			8		2
		3				9	4	
9				2				
				6				4
	6	8		9		3	1	
1				7				
				8				6
	8	5				7		
6	4				5			

HOW TO PLAY
 The rules are easy. Fill in the grid so that every row, every column, and every 3x3 box contains the digits 1 through 9.

FRIDAY'S SOLUTION

6	8	3	4	7	9	1	5	2
1	2	4	3	6	5	7	9	8
9	5	7	8	1	2	6	4	3
4	6	1	9	2	3	8	7	5
7	9	2	1	5	8	3	6	4
8	3	5	6	4	7	2	1	9
2	4	8	7	9	1	5	3	6
5	1	6	2	3	4	9	8	7
3	7	9	5	8	6	4	2	1