

Relationship Value-Add Matrix

	HIGHER LEVEL	SAME LEVEL	LOWER LEVEL
MORE KNOWLEDGE	Get her information quickly – help her with anything she needs. Make her requests a top priority.	Ask her to teach you and sing her praises. Raise her esteem.	Invite her to team meetings to increase her visibility. Ask her to contribute her expertise.
SAME KNOWLEDGE	Offer insight on how her role impacts your team and what products or processes could increase your team's productivity.	Collaborate and offer to share documentation or processes you've already created that can be of help.	Collaborate on a task or project and be sure to give her credit for her contribution – in writing to her supervisor and yours.
LESS KNOWLEDGE	Offer to take something off her plate that she doesn't know how to do, or offer to show her how in 20 minutes or less. Seek to elevate her productivity.	Offer and make an appointment to show her how to do something.	Lift her up. Teach her a new skill that will help her to advance her career.