

On interpersonal relations, mutual respect and loyalty. Part 2. - SASMA Team



The relations which connect the protected person with its security group are utmost distinctive and they undergo constant, dynamic changes in time. This state of affairs is a result of the collection of all individual features of all participants of the interpersonal relations. In the previous article I mentioned, that the longer people work with each other, the more difficult it is for them to maintain neutral or positive relations. This is caused, among others, by the dependency factor in the VIP-security relations.

The theory and practice of interpersonal relations claims, that there are three basic correctness pillars of the relations in question. They are respect, trust and loyalty. I would like to stress the chronology in which I have enlisted those pillars. Without respect there is no trust. Without trust, on the other hand, there is no loyalty towards a second person.

When discussing issues concerning respect, we face such a feeling which should be "applied" to other people a priori. When consulting a dictionary definition we find out that respect is the recognition of a second person's dignity. It is a relation marked with high regard and a total lack of ignorance for the second person's opinion. In the light of the above, we should assume that each person who is working with us, has its own dignity and deserves our respect. Here we encounter a rule which is inextricably linked with respect- mutuality. Each secured person has to be respected by its security guards but also all security guards should be respected by their bosses.

The situation described above seems to be extremely simple at first glance, nevertheless, practice tells us how much unambiguous it really is. Respect is like a credit, which we should give to another person at the beginning of cooperation. This clear approach helps us to open up to people who form a group which aim is to cooperate in order to achieve determined goals. The problem here lies in the fact that the feeling of respect which is aroused by the secured person evolves and is strictly dependant on the way the VIP treats the security guards. Treating

people like objects, not respecting their basic needs, ignoring their opinions on issues in question, results in a practically irreversible loss of respect.

I would like to come to a halt in my deliberations and illustrate the above described situation. A few years ago, in a warm, very insecure country, a secured person constantly exposed his security group to fatal danger by going after nightfall to the so called Red Zone. These night trips were caused by his will to visit one of the free-of-charge eating places. We have asked this VIP many a time to limit his trips after police hour to a minimum. We heard in response that he had never seen such cowardly security guards. He should be aware of the fact, that our requests had nothing to do with a lack of courage but they had a pinch of the so called common sense. One time, in a time of an emotional surge, enhanced by alcohol, this VIP asked me what is most difficult in our job. Well, the answer was utmost easy: the most difficult thing in a security guard's job is the awareness that there will be a moment in which I will have to sacrifice my health or life to protect a person which I don't respect.

The described situation is of course extreme because the conditions in which I had to realize the security goals were extreme. Nevertheless, we should put our hand on heart and try to answer the following question: Is it a curse to work for a boss whom you don't respect?

Similar dilemmas are not shared by people who are protected. It seems that the fact that they should respect their security staff is in the majority of cases completely remote for them, because the rules of mutual interpersonal relations are encompassed utmost frequently with the proverb I PAY THEREFORE I DEMAND.

Seriously speaking, this is practically the only feeling, which should be given to another person from the beginning of building mutual relations with him. The situation with trust and loyalty is different in interpersonal relations. I have never met anyone in my work so far who would say that he had trusted someone "at first sight". This is a long-term process which has its foundations in long term observations of another person, his attitude towards reality and partners. Trust is a specific type of faith in the actions and characteristics of another person who we trust. I believe, that the trusted person will advise us thinking of our good not his. The best situation is when we feel trust mutually. We cannot speak about healthy relations when we deal with distorted relations of unilateral trust. When working with people we should be aware of the multidimensional building process of those relations. In psychology there are 18 basic principles of building trust in interpersonal relations. All of them are crucial, nevertheless I would like to highlight the few which are most fundamental from the VIP-security relations standpoint.

1. Self-trust as a critical factor creating trust.

If we don't have trust to ourselves, to the values which are fundamental for us, we won't be able to build optimal relations with other people.

2. Waiting for the moment when they will prove their credibility is insufficient.

The sooner we make the first move, the sooner we open on others, the sooner we prove our value the sooner we will be able to benefit from optimally built relations.

3. Trust is built for a long time but it can be destroyed in a matter of one moment.
4. Trust opens possibilities which are unachievable in other cases.

We should remember that when we are working with the protected person we are being currently evaluated. Our behavior, views aired during conversations, professionalism which we apply to tasks, all those elements have their reflection in our picture in the eyes and mind of our boss. This leads directly to the trust which is given to us. This has influence on the growth of security which is felt by the protected person, which is one of the main aims of our work.

A simple definition of loyalty has all of the components which we should bear in mind when we are building relations with other people. Loyalty is mutual faithfulness between people who are connected by trust. It is honesty in interpersonal relations. Loyalty is never given for eternity, it is only "borrowed" and it cannot be bought back. In the time axis of relations between people, loyalty comes last. Therefore at the beginning of this article I wrote respect à trust à loyalty. These three elements should appear at the same time, like a unity, nevertheless, we should bear in mind that they result from each other in this order. In my opinion, and I believe that I'm not alone, loyalty is the essence of healthy interpersonal relations. This is a linking element which connects people who are working with each other. The time axis, which I have mentioned before, may be illustrated by an old proverb about knowing a man and a barrel of salt. (Translator's note: a Polish proverb literally says "To know a man you have to eat a barrel of salt with him".) Let's spare a thought and think if there are such situations which can expose the entire truth about a man. We also say a friend in need is a friend indeed. This is true and not only because "the wisdom of nations lies in their proverbs". The entire truth about a man, about his attitude, values which he follows, relations with other people, are shown in extreme situations. I had the fortune to fulfill security aims in warfare. For almost three years I had been working in constant thread and thus I had got to know the people with whom I had worked. I wrote "fortune", because I can now say, with all responsibility, with how many people I had worked and how little I can really trust. Thus, extreme situations irreversibly reveal people's characters.

Real loyalty is a beautiful feature, which is connected with an idea because it is disinterested. The rule mentioned before and represented by the majority of protected people does not apply here- loyalty cannot be bought. Loyalty does not have a price and is truly magnificent when it works both ways. A vast majority of employees not to have the foggiest idea about it or they just don't want to have one. It is much easier this way, because you don't have to "get

involved" in building any relations with the employed people and everything can be brought down to one famous statement I PAY THEREFORE I DEMAND.

On my professional route I have met only one superior, who was absolutely loyal towards his subordinate men (of course towards those who deserved it), he protected them against the short-sightedness and lack of professional preparation of their bosses. Tomek, I am forever indebted to you for it.

In today's world of racing and omnipresent consumerism we have a rather indifferent attitude towards everything that cannot be bought, touched, measured or appraised. It is thus difficult for us to appreciate the value of fleeting issues which are connected with interpersonal relations. We cannot buy a kilogram of respect, we cannot appraise a meter of trust and we cannot pay for a liter of loyalty. All of us- security guards and all of You- protected people, know, that the most important values cannot be measured and expressed in money.

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