











Building Relationships

"Relational trust is the glue that holds everything together."

Robinson, 2011

 How to get it wrong	 How to get it right
 Focus solely on tasks, data and compliance	 Develop and display emotional intelligence
 Treat people inconsistently and/or irrationally	 Create psychologically safe spaces so staff can take risks, admit mistakes and ask questions
 Poor self-awareness	 Model trust and integrity
 Too busy to check in on people	 Be present for meaningful interactions