

Building and sustaining positive, respectful working relationships



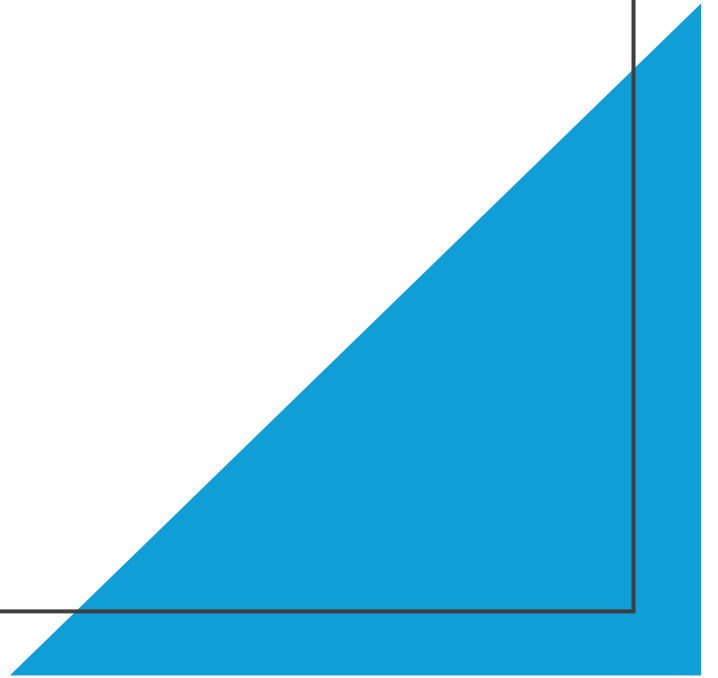
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Agenda

- My experience in managing challenging conversations
- Foundations of respectful working relationships
- Clarity of purpose and communication
- Tools to help build effective working relationships
- Trust and reliability

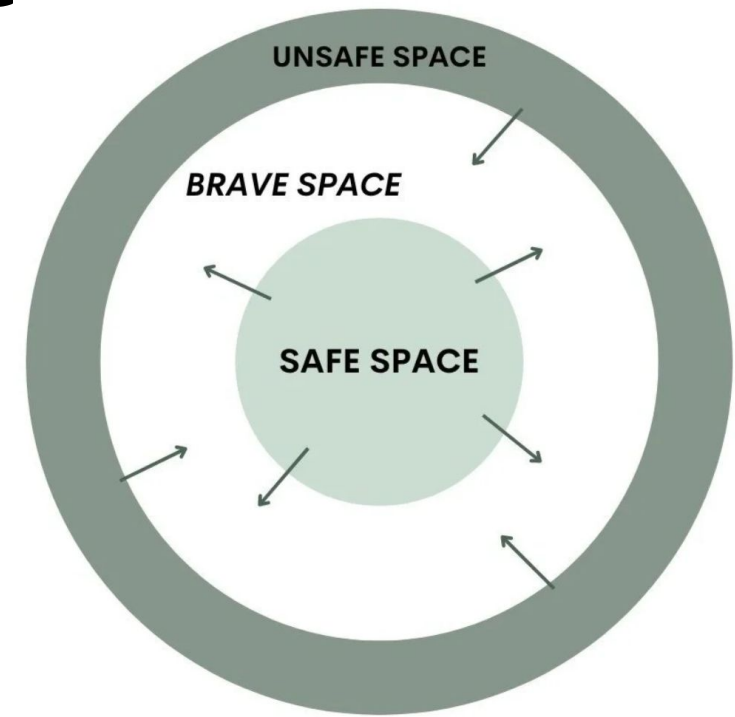


Background and Experience



Foundations of Respectful Working Relationships

- Establish shared expectations
- Creating safe and brave spaces
- Co-create a 'ways of working' agreement



Clarity of Purpose & Communication

- Strong teams share a clear purpose
- Sharing objectives keeps us aligned
- Consistent communication (e.g., weekly check-ins) reduces ambiguity
- Tools and rotating chairing support clarity and flexibility
- Kindness and relational check-ins keep us connected



Tools for Improved Team-work

MANUAL OF ME



Times / hours

Early: I'm a morning person, most motivated and productive at that time of day. I tend to be on from around 730am and away by 4pm.

Location: I mostly can be found in SAH or working from home

Working style

Methodical: I'm process driven, like a plan with an end goal in mind. I like milestones, objectives, documentation.

Reflector: I like to consider options before jumping in with an immediate response.

Ways to communicate with me

Written communication works best: I like words, so concise emails or messages with context are good. Happy to call as well but prefer heads up on topic first.

Feedback

Direct: I value honest, timely feedback. Casual observations along with those tied to shared objectives are helpful.

Conditions I like to work in



Thinking
Walking and fresh air helps me think and problem solve. I like to 'walk it out'.

Teams: I appreciate teams that are curious and want to work together for continuous improvements.

In the Office
I enjoy being in the office for collaborative work and making connections you otherwise miss at home. I like the energy of being around people.

At Home
Good for reflective work and deeper focus. I value the quiet and the freedom to speak openly on Teams without distractions.

Things I Struggle With

Mess! Physical and in the mind; I will try to seek order and put in place processes to help keep things organised.



No context: Phoning unprompted with 'can I catch you for 5 minutes'. A general theme or topic is appreciated in advance, even if its just a few minutes heads up.

Things I Need

Colleagues: A team that wants to do meaningful work.

Information: background and context helps me to plan a route forward.

Things I Love



Learning, fresh air and my kindle.

Other Things About Me

Wee one: My son Hadi was born in 2015. He is a football fanatic so I have become a soccer mum. I love yoga and running when I get the chance.

Volunteering: I am hoping to mentor a young person once my own son is a little older and I have more time to focus on someone else. I would like to offer my support and guidance to someone who may not have a trusted person in their life who they can rely on for help.

Monthly Conversations

Wellbeing: Are you currently able to manage your workload? Do you have any other concerns about your physical or mental wellbeing ? Are you managing to maintain a good level of wellbeing	
Think about...	NOTES
Can we provide any additional support to help you maintain a good level of wellbeing?	
Do you have any concerns about your or the team's wellbeing?	
Any other concerns?	
Successes: What I am pleased about, in terms of my achievements and performance, over the last month:	
Think about...	NOTES
What I did	
How I did it	
Lessons Learned: What, with hindsight, could I have done differently	
Think about...	NOTES
What could have gone better?	
What could be improved and How can it be improved?	
Priorities:	
Think about...	NOTES
What are my priorities over the next month?	
What will help me achieve them?	

Employee Passports & Personal Learning Plans (PLPs)



1. Your Personal Learning Plan (PLP) – ZOE ROHDE

This template helps you set your learning and development goals, in addition to your [mandatory learning](#). It can be used for discussing your development during [Monthly Conversations](#) with your line manager.

During the conversation, you can discuss, for example, what learning you have done, how you have applied it, what feedback you have had, how it has helped you in your role and if you have identified any new learning goals.

Once you have agreed your learning goals, you need to add them to Pathways. Here is a helpful guide - [Let's bring your Pathways Goals and Personal Learning Plan together](#). Using pathways helps you stay on track with your learning goals, provides personalised learning recommendations to support your progress and lets your manager know how you are doing.

When considering your development, remember the [70-20-10 model](#). 70% of learning comes from experience, experiment and reflection, 20% derives from working with others and 10% comes from formal learning such as attending a webinar or learning event. This is a guide and will vary depending on your role and the results you want to achieve. Examples are included on page 5.



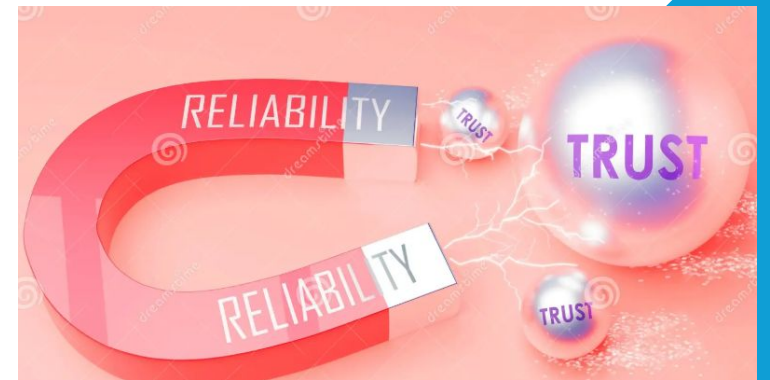
Dealing with Conflict at Work

- Centre yourself
- Be clear on the purpose
- Check your emotions and triggers
- Think ahead about the conversation
- Choose a comfortable space
- Ask open, curious questions
- Pause and look for common ground
- Notice triggers and reset when needed



Trust and Reliability

- Trust underpins effective teamwork
- Built through consistency, honesty, and clear ways of working
- Reliability and transparency reduce assumptions
- Small acts of recognition help people feel valued
- Fairness and openness deepens trust



“People will forget what you said, they will forget what you did, but they will never forget how you made them feel”

(Maya Angelou Poet – 1928 – 2014)

THANK YOU & QUESTIONS

