This advanced workshop will help you learn how to use the Relational Coordination (RC) Survey in interventions to improve work processes and collaboration across the continuum from small co-located work groups to virtual teams to whole organizations and inter-organizational consortia. If you are an organizational leader or an internal or external consultant and want to take your understanding of RC to a higher level, we invite you to join us. This program will also help you prepare for the RC Survey Certification Program.

Effective teamwork takes more than a group of individuals skillfully carrying out their specialized tasks. It requires interdependence: the ability of the team members to understand how their work processes intersect and to respond to each other’s changing needs and circumstances. What’s more, they need to be able to do this on their own in real time, under conditions of performance pressure and uncertainty, and without waiting for direction from a supervisor.

Brandeis University professor Jody Hoffer Gittell named this quality of high-performing teams “Relational Coordination” and developed a survey instrument to measure it. Her groundbreaking research has demonstrated that teams with high scores on the Relational Coordination Survey achieve higher quality, work more efficiently, better satisfy their customers or patients, and enjoy more worker satisfaction and resilience.

Since 2009, physician-consultant-researcher Tony Suchman has been working with Jody to develop her research measure into a powerful interventional approach for improving team performance and fostering positive work environments. To share what they’ve been learning, they have developed a program for organizational leaders and both internal and external consultants on how to use the RC Survey and RC-based approaches to improve work processes and foster positive workplace environments.

PROGRAM DESCRIPTION

The program is in three parts. It begins with some brief independent study that presents foundational knowledge about the Relational Coordination model and its research base. Part 2 consists of a 1.5 day workshop that provides instruction and practice in defining work processes to be studied, setting up the survey, making sense of survey results and planning follow up activities that both foster RC and embody its principles of partnership and engagement. The third part is a personal one-hour consultation to take place within 12 months of the workshop to help you as you plan or conduct an actual RC-based intervention.

COMMENTS FROM PREVIOUS PARTICIPANTS

“It was a very useful workshop that has broadened my understanding of the use of relational coordination in business and healthcare settings. I appreciated the practical examples and hands-on exercises that helped solidify the concepts.”

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Improving Work Processes with Relational Coordination/March 19-20, 2015

Relationship Centered Health Care, LLC

the workplace and the techniques for facilitating the intervention.”

“I learned to more clearly determine the focus of the survey and align with client context and goals.”

“The review of the survey development process was critical for me.”

“It was useful to learn how to interpret the data and consider appropriate interventions.”

“Doing the role plays helped me recognize how I might really enact the process and the barriers/realities I might encounter.”

“The course was very concrete; the combination of examples and evidence based knowledge made it an eye-opener in many ways.”

“I valued the discussions of real practices; structural problems.”

“I appreciated the engaging nature of the learning environment fostered by the instructors and the participants.”

“It was a pleasure to see two very skilled facilitators — working together in a highly professional manner, making more synergy.”

“I liked the organization of the workshop, the knowledge exchanged and the open-mindedness of all the attendees.”

FACULTY

Jody Hoffer Gittell is a professor of management at Brandeis University’s Heller School for Social Policy and Management, and director of the Relational Coordination Research Collaborative. She has written dozens of articles and chapters, as well as books The Southwest Airlines Way: Using the Power of Relationships to Achieve High Performance; Up In the Air: How the Airlines Can Improve Performance by Engaging Their Employees; and Sociology of Organizations: Structures and Relationships. In High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience, she presents her findings from ten years of research in the healthcare industry. Before joining the faculty at Brandeis University, Dr. Gittell received her PhD from the Massachusetts Institute of Technology Sloan School of Management and taught at the Harvard Business School.

Anthony L Suchman is a practicing physician, Clinical Professor of Medicine at the University of Rochester, and senior consultant and founder of Relationship Centered Health Care. Drawing upon diverse interests and experiences, Tony’s work focuses on improving human interaction and collaborative decision-making across all levels of healthcare – from the front lines of patient care to the executive suite and boardroom. His most recent book, Leading Change in Healthcare: Transforming Organizations Using Complexity, Positive Psychology and Relationship-Centered Care, has recently been published by Radcliffe Publishing. Dr. Suchman received his MD degree from Cornell University and an MA in Organizational Change from the University of Hertfordshire.

CERTIFICATION ON THE RELATIONAL COORDINATION SURVEY

This workshop can help individuals prepare for Certification on the Relational Coordination Survey. The topics covered in this program closely parallel the areas of knowledge and skill that are assessed in the certification process. This workshop is not a required prerequisite for certification, and completion of this course does not qualify participants for certification. This workshop and the certification process are separate and distinct programs. More information about the Certification Program is available at www.rcrc.brandeis.edu.
LOGISTICS

The next workshop will be held at Workspring in Chicago on March 19 and March 20, 2015 with self-study to be completed in advance and an individual consultation to be scheduled subsequently.

**Workshop Location:** Workspring  
30 W. Monroe  
Chicago, IL  
800.605.9092  
773.599.1383  

**Recommended Hotel:** Hampton Inn Majestic Chicago Theatre District  
22 W. Monroe  
(next door to Workspring)  
Chicago, IL  
312.332.5052  

**Rate:** $166.00 + tax/night; participants will need to contact the hotel separately for accommodations.

**Schedule:** Thursday March 19, 8:00-4:30 and Friday March 20, 8:00-12:30

Included in the registration fee of $2,950 are the independent study materials, the course syllabus, breakfast and lunch on March 19, breakfast on Friday, March 20 and a personal hour-long consultation with Tony Suchman within 12 months of the workshop. A 30% discount is available to full time graduate students. (Please contact us if you’d like to arrange for this discount.) You can register online at [www.rhcweb.com](http://www.rhcweb.com) or by completing and sending in the registration form below.

We will process workshop applications in the order in which they are received. If you need to cancel after you register we cannot offer refunds for workshop registrations but you can transfer your fee to another course or to another person.

For more information, please contact Tony Suchman at asuchman@rchcweb.com or 585.721.9187.

Thanks for your interest. We hope to see you in March!
REGISTRATION FORM
IMPROVING WORK PROCESSES WITH RELATIONAL COORDINATION
MARCH 19-20, 2015

Name: ___________________________ Organization: ___________________________
Title: ___________________________ Address: ___________________________
Phone: ___________________________ ___________________________
Email: ___________________________ ___________________________

Dietary Restrictions: ___________________________

Please send your completed registration form along with your check for $2,950 (payable to Relationship Centered Health Care, LLC) to:

Relationship Centered Health Care, LLC
ATTN: Anthony Suchman, MD
277 Goodman Street North, Suite 205
Rochester, NY 14607

We will process workshop applications in the order in which they are received. If you need to cancel after you register we cannot offer refunds for workshop registrations, but you can transfer your fee to another course or to another person.

Thank you and we look forward to seeing you in March!