



IMPROVING WORK PROCESSES WITH RELATIONAL COORDINATION



October 17-18, 2017, Copenhagen, Denmark

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 Certification.

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. This is the relational core of teamwork and, at a higher level of scale, of successful system function.

Brandeis University professor Jody Hoffer Gittel named this quality of high-performing teams and organizations "Relational Coordination" and developed a theory to explain how it impacts performance and how organizations support or undermine its development. She also developed a survey instrument to measure it. Her groundbreaking research has demonstrated that work processes with high levels of Relational Coordination achieve higher quality and efficiency, better satisfy their customers or patients, and foster greater worker satisfaction and resilience.

Since 2009, clinician-consultant-researchers Tony Suchman and Diane Rawlins have been working with Jody to develop practical workplace applications of RC theory and the RC Survey, creating a powerful interventional approach for improving work processes, fostering positive work environments and improving performance. To share what they've been learning, they have developed this program for organizational leaders and both internal and external consultants.

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 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

Søren Bjerregaard Kjær is a sociologist and works as a consultant at TeamWorkingLife (TeamArbejdsliv in Danish) in Denmark. Through his career, he has worked with cooperation, learning and wellbeing at work from different organizational perspectives. Soren is especially interested in how to combine a focus on creating and maintaining high performance and quality with improvement of well-being at work. Soren has recently worked with improving relational coordination in a Danish municipality. The project is one of the major Danish projects including several interventions and both baseline and follow-up measurements of RC through more than 1½ years.

Anthony L Suchman is a primary care 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 <http://rcrc.brandeis.edu/training-certification/certification.html>.

LOGISTICS

The next workshop will be held on Tuesday, October 17 and Wednesday, October 18, 2017 at Republikken in Copenhagen, Denmark area. There will be a self-study to be completed in advance and an individual consultation to be scheduled subsequently.

Workshop	Republikken	Schedule:	<i>Tuesday, October 17/full day</i> — 8:00-4:30 (continental breakfast at 7:30)
Location:	Vesterbrogade 26, 1620 Copenhagen V Denmark		<i>Wednesday, October 18/half day</i> — 8:00-12:30 (continental breakfast at 7:30)
Hotel	Axel Guldsmeden	We have a room block for 15 rooms between Monday, October 16th until	
Option:	Helgolandsgade 11 Copenhagen	Wednesday, October 18th.	
		There are 10 single standard rooms, \$161/night; 30 double standard rooms, \$191/night; 10 double superior rooms, \$235/night.	

When booking a room at the Axel Guldsmeden, participants will need to contact Axel Guldsmeden. You can reach the hotel by mail booking@guldsmedenhotels.com or by phone +45 33 31 32 66. When booking, the hotel needs the following information:

- Reference number 3058233
- Name(s)
- Arrival and departure dates
- Credit card information

Included in the registration fee of \$2,950 are the independent study materials; the course syllabus; continental breakfast both days and lunch on Day 1; and a personal hour-long consultation with Tony within 12 months of the workshop. You can register online at www.rhcweb.com or by completing and sending in the registration form below.

A 33% discount is available to full time graduate students. A 10% discount is available to partners of the RCRC (Relational Coordination Research Collaborative). A discount is also available for multiple participants from the same organization. Please contact us if you'd like to arrange for one of these discounts.

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@rhcweb.com or 585.721.9187.

Thanks for your interest. We hope to see you at the October workshop!

REGISTRATION FORM

IMPROVING WORK PROCESSES WITH RELATIONAL COORDINATION

OCTOBER 17-18, 2017/REPUBLIKKEN, COPENHAGEN

Name: _____ Organization: _____
Title: _____ Address: _____
Phone: _____
Email: _____

Dietary Restrictions:

Payment Method: Credit Card (Invoice will come via PayPal)
 Check (See below for address to mail payment)
 Direct Transfer (Invoice will come via Quicken)

Student Discount: Yes (Must be a full-time student to receive 33% discount; registration fee is \$1,995)
Check box if it applies

RCRC Partner Discount: Yes (Must be a Relational Coordination Research Collaborative partner to receive 10% discount; registration fee is \$2,655)
Check box if it applies

Multiple Participant Discount: Yes (2 or more people from the same organization registering for this workshop; please contact us for details)

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, but you can transfer your fee to another course or to another person.

Thank you and we look forward to seeing you at our October workshop!