

...a workshop in the popular series
Improving Work Processes with Relational Coordination

**Advanced Methods for
Improving Relational
Coordination:
A Toolkit for Leaders and
Facilitators**



This 1.5-day hands-on workshop offers practical methods for building the relationships, shared vision, system view and communication practices that are essential for successful collaboration at any level of scale: from individuals on a team to organizational consortia. Join us to learn how to improve performance by harnessing the power of Relational Coordination.

Systemness is the new frontier in improving organizational performance. There's little additional gain to be made (and, in fact, there's probably harm) from pushing individuals to work even harder, faster or more efficiently. They're already maxed out. The focus of leading-edge work is shifting from individuals to systems: how can individuals and/or work groups collaborate more effectively? How can they better coordinate their interdependent tasks, respectfully share observations from their unique lines of sight, respond quickly and in tandem to rapidly changing circumstances, and find greater meaning and motivation in their common purpose?

Brandeis University researcher Jody Hoffer Gittell has developed a theory, Relational Coordination, that identifies 7 dimensions of communication and relationship that support effective collaboration. Extensive research in multiple industries shows that higher levels of Relational Coordination are associated with higher levels of quality; efficiency; customer/client/patient satisfaction; workforce satisfaction, well-being and resilience; and organizational learning and innovation.

In this 1.5-day workshop you will learn through your own first-hand experience a variety of interventions to improve relational coordination, with the goal of enhancing systemness and improving performance. You will learn methods for:

- making interdependence visible and manageable,

- establishing trust and shared purpose between individuals and/or workgroups,
- exploring and aligning divergent stakeholder goals,
- creating a systems view by facilitating constructive conversations to explore differences in perspective, and
- managing interdependence by means of feedback and aligned work processes.

We will also discuss how to integrate relational, structural and work process interventions. You will leave with a personal implementation plan for applying these methods to a work process back home.

Please note that the original workshop in this series (Improving Work Processes with Relational Coordination: Integrating the RC Survey into Interventions) focuses on how to use the Relational Coordination Survey as an intervention — how to set it up, interpret it, share back results and use it to guide the choice of interventions. This *new* workshop picks up right where the original workshop leaves off, with a deep dive into interventions. You can take just one workshop or you can take them both, and in either order. Neither is a prerequisite for the other. However, people who have not taken the RC Survey workshop will be asked to complete a 1-hour self-study module in advance. Both workshops can help you prepare for RC Certification (though they are not required, and certification is not awarded based on attendance).

Faculty

Diane B. Rawlins, principal at InsideOut Consulting LLC, has been working with health care leaders and clinicians for 30 years as a consultant, coach, facilitator and teacher. Her work is anchored in helping health care professionals learn how to lead, adapt and thrive in a world of high volume and high velocity that calls for everything we've got to give. An early participant in the formation of the positive psychology movement, Diane was a founding partner of Appreciative Inquiry Consulting, LLC, a global consultancy committed to creating positive transformation in organizations and communities. In 2001, she co-founded Leading Organizations to Health, a nationally acclaimed institute on leading change in healthcare, where she continues to serve as senior faculty. Diane is also a facilitator with The Center for Courage & Renewal, an affiliate at Cambridge Leadership Associates, and serves on the Advisory Board of the Relational Coordination Research Collaborative at Brandeis University.

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, LLC. 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.

Logistics

The workshop dates and location to be announced.

Workshop To be announced

Location:

Schedule: Day 1 — 8:00-4:30

Day 2 — 8:00-12:00

Note: Continental breakfast (served at 7:30) and lunch is included on Day 1).

Hotel To be announced

Options:

The registration fee of \$2,650 includes continental breakfast and lunch on Day 1 and continental breakfast on Day 2. You can register online at www.rchcweb.com or by completing and sending in the registration form.

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 Diane Rawlins at diane.insideout@gmail.com or 206.890.0465 or Tony Suchman at asuchman@rchcweb.com or 585.721.9187.

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

REGISTRATION FORM

Advanced Methods for Improving Relational Coordination: A Toolkit for Leaders and Facilitators

DATES/LOCATION TO BE ANNOUNCED

Name: _____ **Organization:** _____

Title: _____ **Address:** _____

Phone: _____

Email: _____

Dietary Restrictions: _____

Standard Registration: The standard registration fee is \$2,650.

RCRC Partner Discount: A fee discounted by 10% (\$2,385) is available for current partners of the Relational Coordination Research Collaborative.

Graduate Student Discount: A fee discounted by 33% (\$1,775) is available for full-time graduate students.

Multiple Participant Discount: We offer a discount for 2 or more people from the same organization registering for this workshop; please contact us for details.

Please indicate your preferred method of payment.

Credit Card (Invoice will come via PayPal)

Electronic Funds Transfer (Invoice will come via QuickBooks)

Check (mail a check for the appropriate amount, payable to Relationship Centered Health Care, to the address below)

Please submit your completed registration form by means of scanning and email (asuchman@rchcweb.com), fax (206-350-7113) or mail it to:

Relationship Centered Health Care, LLC
ATTN: Anthony Suchman, MD
277 Goodman Street North, Suite 311
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 next workshop!