

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



**A virtual workshop via Zoom on three consecutive half-days  
April 27, 28 and 29, 2022, 1-5 pm Eastern, 10-2 Pacific**

**This workshop will offer 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 Gittel has developed a theory, Relational Coordination, that identifies seven 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 virtual 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, discussable 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 and integrate differing perspectives, and
- managing interdependence by means of feedback and aligned work processes.

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

### **Related Programs and Professional Certification**

This workshop is one half of a two-part series of trainings certified by the Relational Coordination Collaborative. A companion workshop, *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. These two workshops are highly complementary without being duplicative. You can take either workshop alone or you can take them both, neither is a prerequisite for the other. Both can help you prepare for RC Certification for Professionals, but they are not required, and attendance does not automatically confer certification.

### **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 and an affiliate at Cambridge Leadership Associates.

**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**

This virtual workshop will be held on the Zoom platform on three consecutive half days, April 27-29, 2022, from 1-5 pm ET/10-2 PT. The registration fee is \$2,250. You can register online at [www.rchcweb.com/Relational-Coordination](http://www.rchcweb.com/Relational-Coordination) 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 Relational Coordination 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](mailto:diane.insideout@gmail.com) or 206.890.0465 or Tony Suchman at [asuchman@rchcweb.com](mailto:asuchman@rchcweb.com) or 585.721.9187.

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

# REGISTRATION FORM

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

April 27-29, 2022

**Name:** \_\_\_\_\_ **Organization:** \_\_\_\_\_  
**Title:** \_\_\_\_\_ **Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_  
**Email:** \_\_\_\_\_

- Standard Registration:**  The standard registration fee is \$2,250.
- RCC Partner Discount:**  A fee discounted by 10% (\$2,025) is available for current partners of the Relational Coordination Collaborative.
- Graduate Student Discount:**  A fee discounted by 33% (\$1,507) 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)
- 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](mailto: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 the April workshop!**