



RELATIONAL COORDINATION ANALYTICS
MEASURE • CONNECT • TRANSFORM

RC Training: Tools of Relational Coordination

RC INDEX
FREQUENT COMMUNICATION
TIMELY COMMUNICATION
ACCURATE COMMUNICATION
PROBLEM-SOLVING
SHARED GOALS
SHARED KNOWLEDGE
MUTUAL RESPECT



Introduction to Relational Mapping

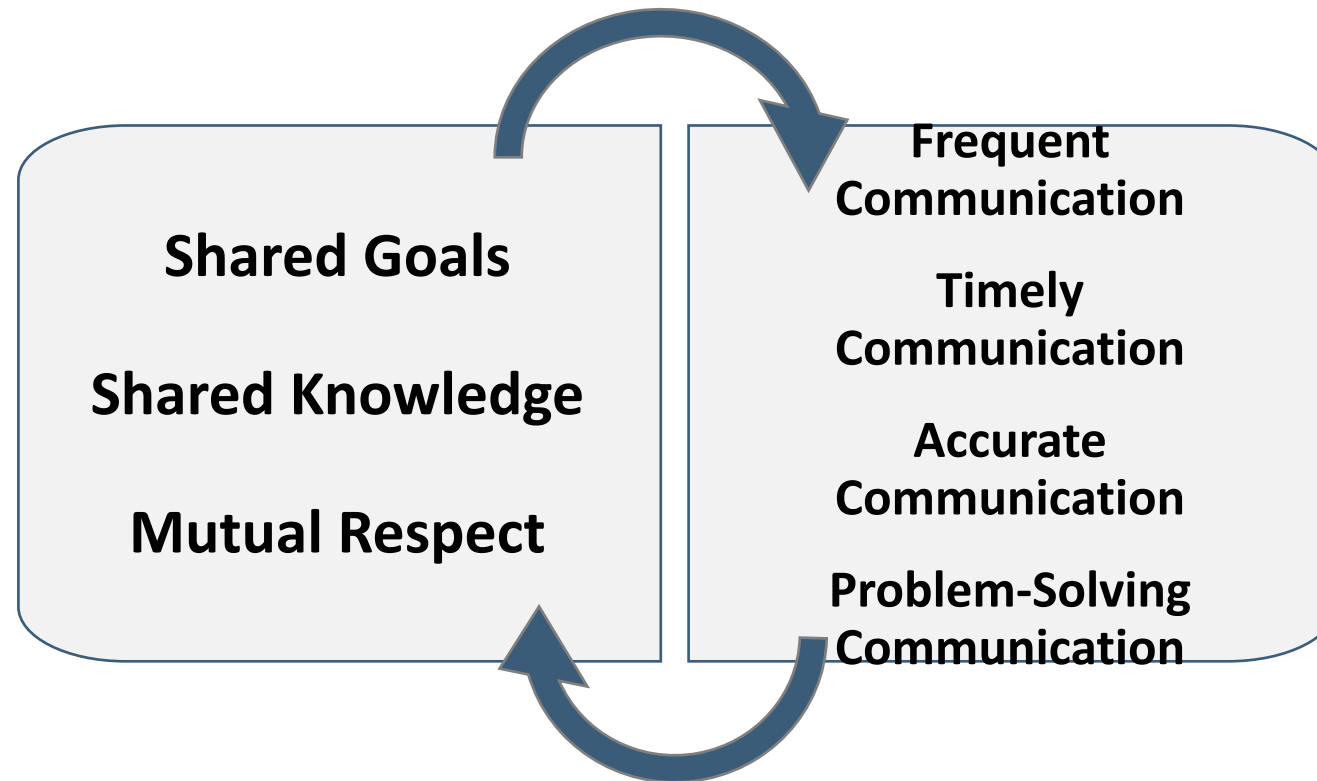
Structuring the Invitation



**What Does Relational Coordination Currently
Look Like in Your Organization?**

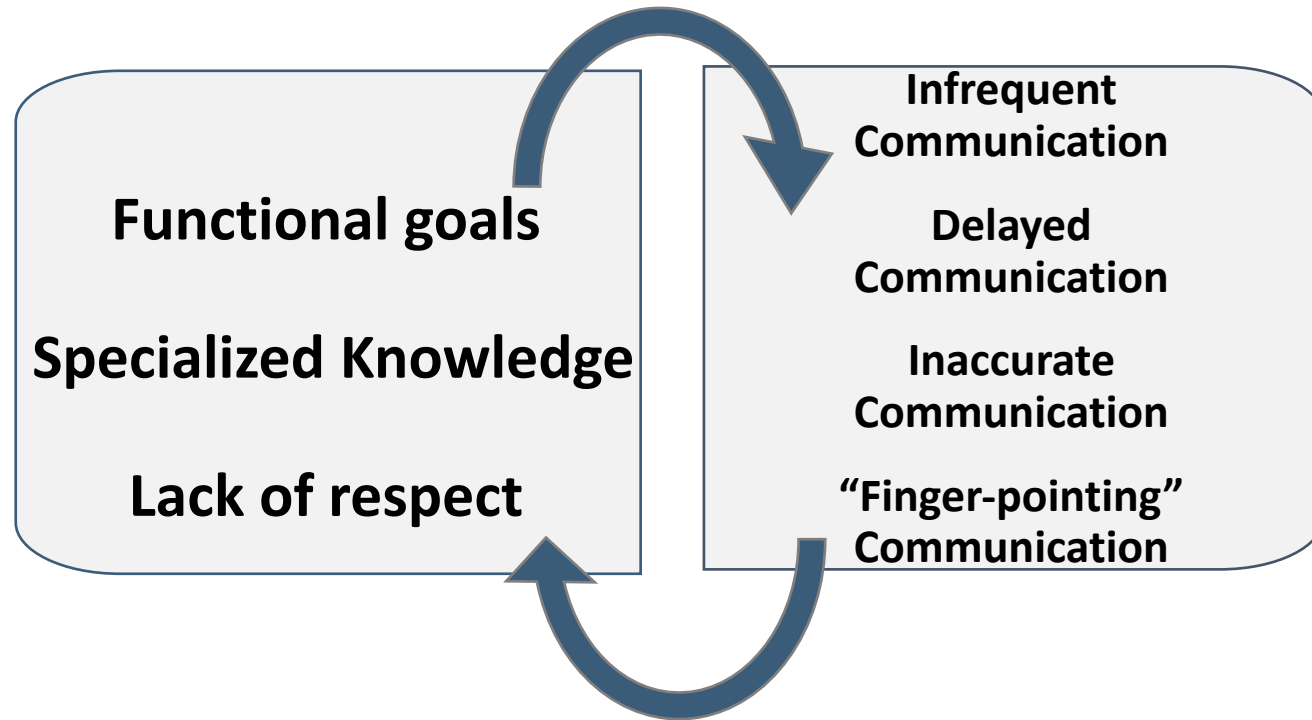


Like This?





Or Like This?





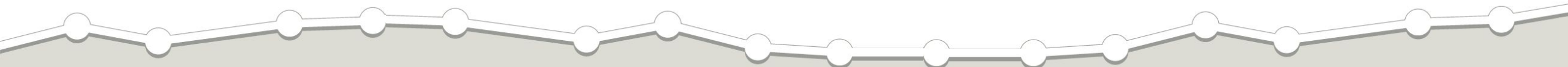
Purpose

- **Make visible** connectedness and interdependence
- **Engage** multiple stakeholder perspectives to explore and discuss complex performance challenges
- **Surface** sensitive, often unspoken team dynamics in a safe space
- **Develop** early hypotheses
- **Generate** new ideas, insights, and strategies for addressing performance challenges

Materials






- Groups of 4-5 people
- 2 sheets of chart paper
- 3 markers



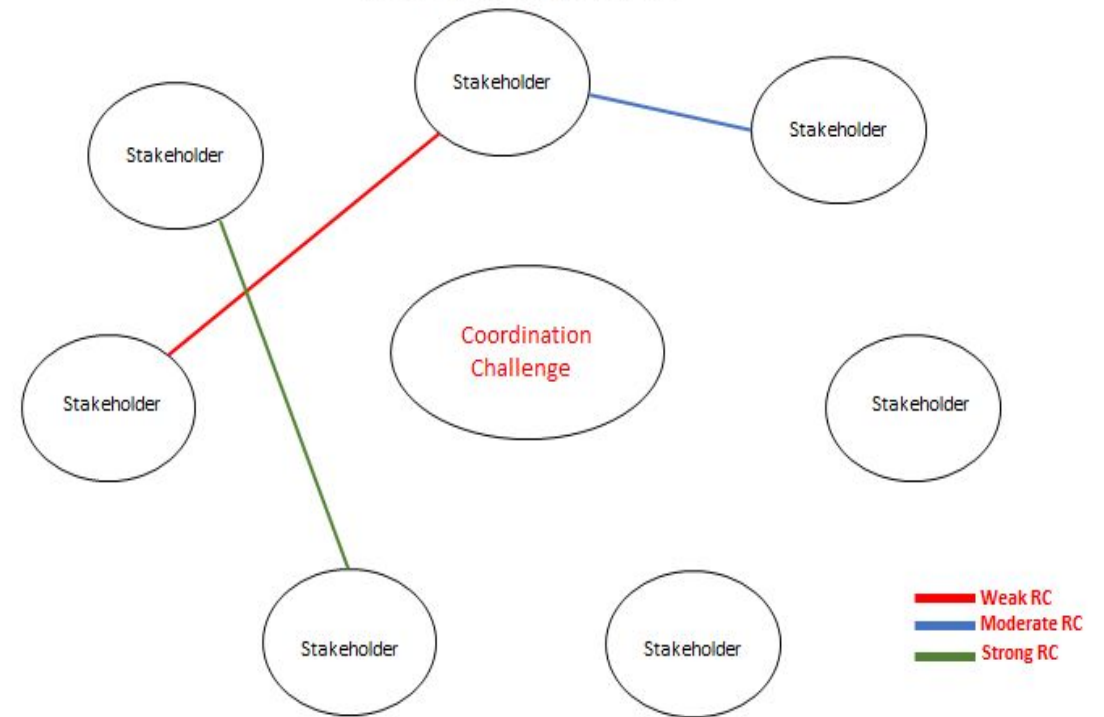
Instructions



- Identify the **work process**, write, and circle it in the center of your sheet of paper
- List the internal and external stakeholders that need to coordinate to carry out the **work process**.
- Using markers, identify the current strength of RC between stakeholders

-  Green lines between stakeholders with strong RC
-  Blue lines between stakeholders with moderate RC
-  Red lines between stakeholders with weak or no RC

RC MAP EXAMPLE

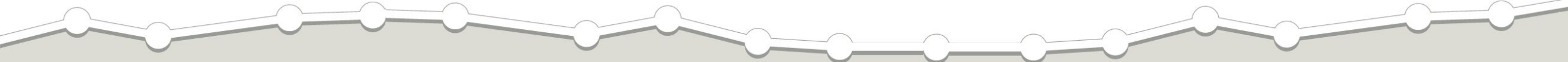


RC = Frequent, Timely, Accurate, Problem-Solving Communication, Shared Goals, Shared Knowledge, Mutual Respect.

Report Out



- Where does relational coordination currently work well? Where might it need improvement?
- How do you think it impacts performance?
- What are the underlying causes?
- What are the biggest opportunities for change?
- Who's missing? Are there workgroups not listed who are critical to the work process?





Variations

- **Language**
 - Collaboration (or Coordination) vs Relational Coordination
 - Challenge vs work process
- **Dimension mapping** (e.g. problem-solving communication, shared knowledge, etc.)
- **Use of two colors instead of three**
 - relationship exist, relationship does not exist
- **Assess RC *within* stakeholder groups**
- **Others?**

