

Relational interventions

What are they?

- Relational interventions are interventions that focus on building relationships of trust, psychological safety, shared goals, shared knowledge and mutual respect.
- Relational interventions help to build awareness of others and the broader systems that we work in.

What are they used for/ Purpose?

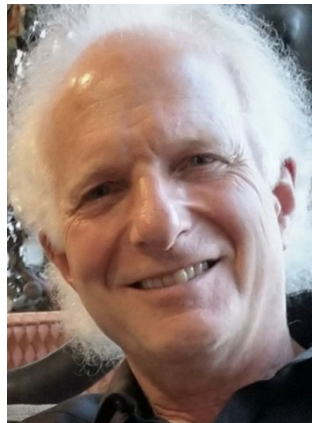
- Relational interventions are a crucial part of the Relational Model of Change
- They are used - together with structural and work process interventions - during organizational change to strengthen relational coordination and drive performance outcomes:
 - Quality/safety
 - Efficiency/finance
 - Worker well-being
 - Learning/innovation

Examples of relational interventions

- *Relational legacy* to notice how relationships matter
- *Humble inquiry* to create psychological safety
- *PEARLS* to create psychological safety
- *Identify priorities* to build shared goals
- *Relational mapping* to see the whole together
- *Conversations of interdependence* to build shared knowledge
- *Conversations of difference* to build shared knowledge
- *Behavioral standards* to build mutual respect

Gittell, J. H. (2016). [Relational interventions](#) in *Transforming relationships for high performance: The power of relational coordination*. Stanford University Press.

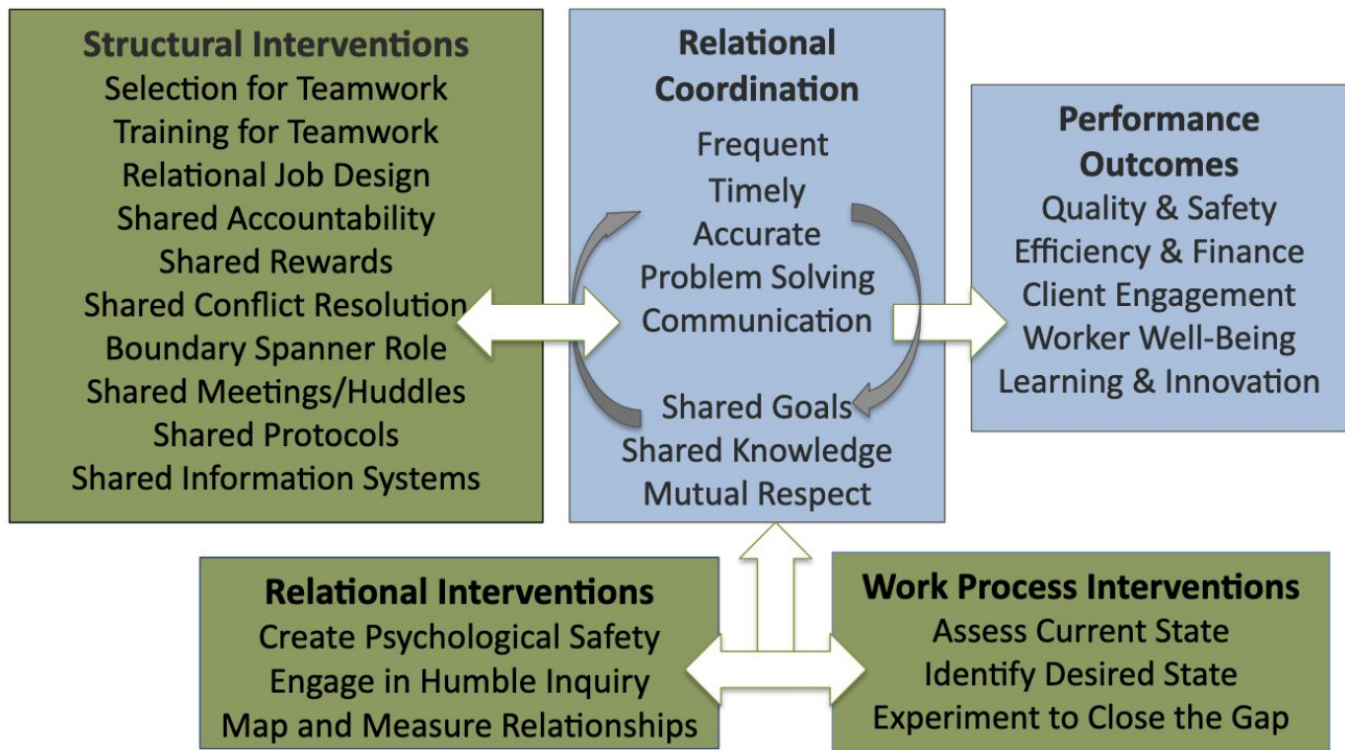
Suchman's perspective on relational interventions



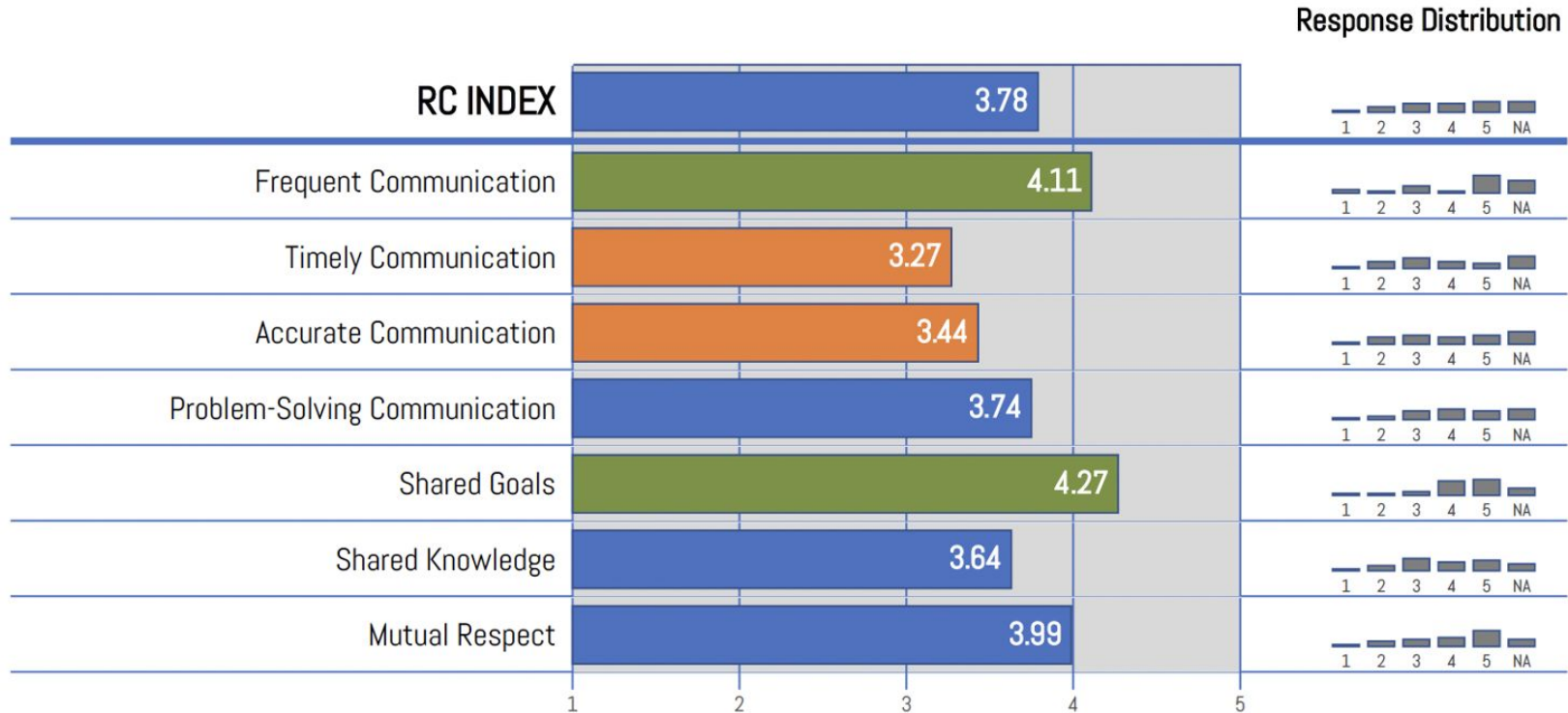
“Relational interventions are interventions that improve participants’ capacity to self-manage their interdependence; to understand their common goal, to understand how their work fits into the larger work process, and to carry out their work with a mindfulness of how their actions affect the work of others.”

– Tony Suchman

Relational interventions are key to Relational Model of Change



Identify needs using the Relational Coordination Survey



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