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



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

Structural Interventions

Selection for Teamwork
Training for Teamwork
Relational Job Design
Shared Accountability
Shared Rewards
Shared Conflict Resolution
Boundary Spanner Role
Shared Meetings/Huddles
Shared Protocols
Shared Information Systems

Relational Coordination

Frequent
Timely
Accurate
Problem Solving
Communication

Shared Goals
Shared Knowledge
Mutual Respect

Performance Outcomes

Quality & Safety
Efficiency & Finance
Client Engagement
Worker Well-Being
Learning & Innovation

Relational Interventions

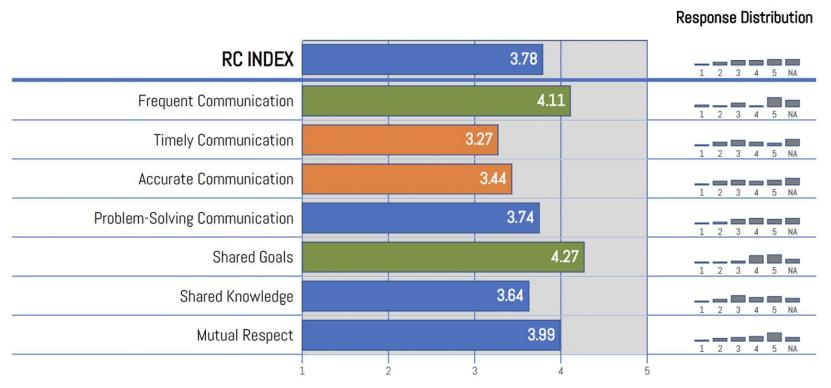
Create Psychological Safety
Engage in Humble Inquiry
Map and Measure Relationships

Work Process Interventions

Assess Current State
Identify Desired State
Experiment to Close the Gap



Identify needs using the Relational Coordination Survey





Identify needs using the Relational Coordination Survey

