

Relating Across Difference (RAD)

What is it?

- **Relating Across Difference** is an opportunity for coaches to learn an integrated, relational approach to QI and DEI. Coaches learn to build relationships of shared goals, shared knowledge and mutual respect across professional and social identity differences on their teams as they lead improvement projects.
- **RAD** applies a relational approach to diversity, equity and inclusion strives to develop relationships across difference through love and compassion to address structures of racism, sexism, etc.

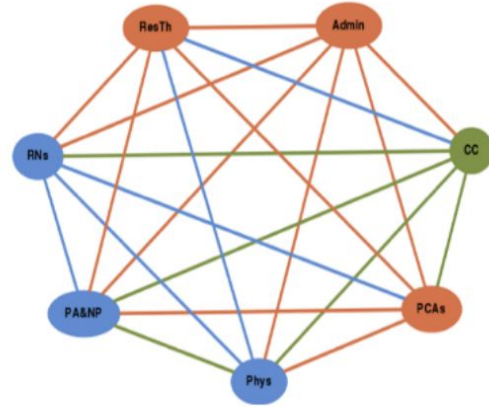
What is it used for/ Purpose?

- RAD workshop participants learn how to coach teams to do process improvement while building relationships of shared goals, shared knowledge and mutual respect across professional and social identity differences





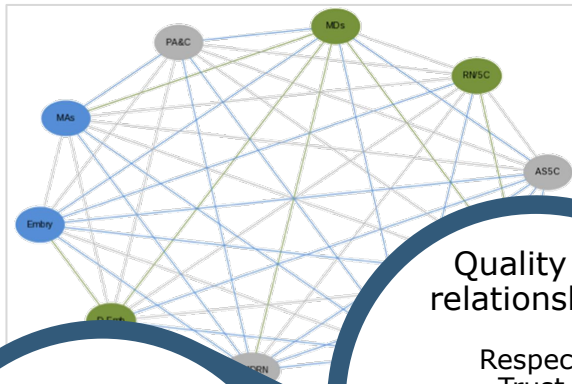
Relating Across Difference



The Power of Difference

Differences associated with professional and social identities bring a broad array of perspectives, life experiences, values, know-how, approaches to problem solving and more. **These differences are an enormous resource for innovation and adaptation. The unique view of any one person may stimulate a whole new solution.** If not managed well, however, these same differences become sources of conflict, tension and power struggles about whose views are ‘right’ and whose perspectives will prevail.

RAD conceptual model



Differences

Profession
Race
Class
Age
Gender
Sexual orientation
Others...

Quality of relationships

Respect
Trust
Psychological safety

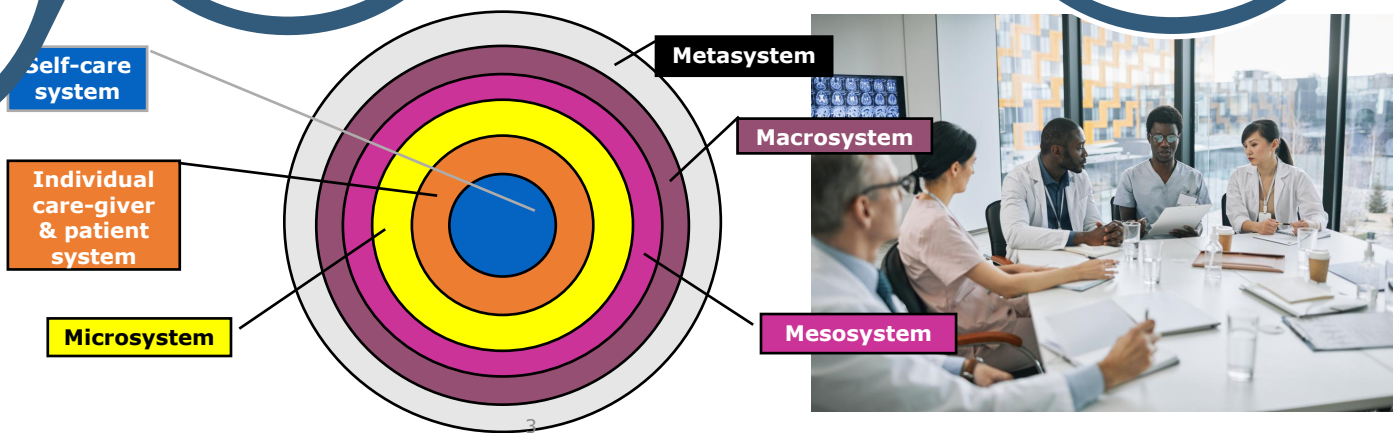
Every voice is needed. Will people speak up?

Network conversations to get the work done

Shared purpose/goals
Systems perspective
Ability to manage interdependence

Overall QI Goal:

Improve the outcomes of a work process



Understanding the RAD conceptual model

- **Performance Outcomes** - In most organizations, there are certain performance outcomes that we care about achieving and sustaining e.g. quality, safety, efficiency, client engagement, worker wellbeing, etc.
- **Network of Conversations/ Communication** - In order to achieve and sustain performance outcomes that we care about, there is a network of conversations that are needed to help us see how we are doing and how we can function as a system. These conversations include conversations about our shared purpose, systems perspective, and ability to manage interdependence.
- **Relationships/ Psych Safety** - Relationships don't just happen on their own - they need to be intentionally built, especially across professional and social differences. So we'll pay particular attention to the various kinds of differences on the team and how to harness them as resources, and not have them be stumbling blocks. To have these conversations, we need to have "good enough" relationships - enough respect, trust and psychological safety that people will be willing to speak up and willing to hear and be influenced by each other.
- **Differences** - Differences of all kinds are one of our most valuable resources. They are a source of creativity, learning, adaptability, resourcefulness, even joy. If we all thought alike we'd be unable to adapt to changes or innovate; we'd be a very brittle system at high risk of failure. But our differences are also where we tend to get stuck. Even as our different identities can be a source of unique insights, they can at the same time bring with them various biases and blind spots.