15:55:41 From Katharine McMillan : yes--

15:58:50 From Katharine McMillan : lol

16:32:45 From Jim Best : Huge response rate! What is is that is so engaging to peeps about RC interventions? (compared to other interventions)

16:33:41 From Jody Hoffer Gittell : I think it’s partly that the RC survey is so often used for participatory organizational change so people know it’s not ‘just another survey’

16:34:55 From Jennifer Potts : I think the Pre-survey email/invite helps communicate to people what the purpose is and how responses will be used and shared. certainly helps it is easy (and quick) to fill out.

16:34:57 From Laura Montville : I think it’s because it’s about the relationships :) and as uncomfortable as they may be sometimes, it’s what we all want…to be related

16:35:38 From Jim Best : And I wonder if people see it as a place to be seen and heard about their experience as a role as part of the collective?

16:35:47 From Laura Montville : Yes

16:43:42 From Kate Willis : Really appreciate the reference to Six Sigma and how RC reveals other opportunities

16:45:19 From Jim Best : @Kate … seems like an enormous opportunity … six sigma is already accepted as a method and is often seen to be lacking relationally .. the perfect (and critical) complement!

16:49:27 From Jim Best : Adding custom questions opens it up to exploring some of the things that are valuable changes in an intervention that may not be captured by the 7 dimensions.

16:52:10 From Laura Montville : I agree, I love it when Six Sigma is there or Lean, etc. it is the perfect pairing

16:52:18 From Jim Best : !!!

16:52:30 From tim schmandt : As a Master Black belt, I see six sigma is often a "layon" without the understanding of why which leads to fizzle. I see RC drives communication so that folks can ask the next question regarding "are there tools to help us improve". This gives credence to the phlethora of quality tools applications.

16:54:48 From Diane Rawlins : Yes! Would love to see if there are changes in the reports.

16:55:14 From Ragnhild Kvålshaugen : Agree with Diane

16:55:19 From Jim Best : @Tim … do you think that RC interventions might require personal change that increases engagement more than the more cognitive acts of improving process?

16:55:20 From Katharine McMillan : like

16:56:02 From Julius Yang : In terms of custom questions, would/can RCA offer standard “modules” for common topics such as worker burnout/job satisfaction, psychological safety, etc. or are there proprietary issues that limit access to these types of questions?

16:56:39 From Katharine McMillan : very impressive tool.

16:57:04 From Jim Best : Is mapping multiple surveys to show incremental progress on the feature roadmap?

16:57:52 From Denise Burgen : I need to sign off now- great tool !

16:58:57 From Michael Noce : michael.noce@rcanalytic.com

16:59:09 From tzofnat peleg baker : thanks! I’ll have to leave now.

16:59:33 From Tanya Allain : Thank you!

16:59:42 From Kathleen Dailey : It would be helpful to see a couple of before and after reports comparison

16:59:48 From Kate Willis : @Jim My sense is that RC is eye-opening (awareness-builder), so drives a mental model shift more akin to personal change than cognitive/rational thing related to process improvement

17:00:01 From Diane Rawlins : Agree with Kathleen.

17:00:12 From Jim Best : agree with Kate

17:01:16 From Jim Best : got to go … great stuff!

17:01:49 From Tanya Allain : Thanks Jim!

17:02:09 From Kate Willis : Some of the best work for executing process improvement seems to be revealing the disconnect in mental models, e.g., physicians think everything's great with communications, trust, respect (that's their experience), but not the same for other roles. People live in totally different realities. RC seems to reveal it.

17:02:22 From David Christenson : Will a social network map with nodes and strength of relationships be available as a visual tool?

17:02:36 From Malcolm : Great improvements

17:02:46 From Diane Rawlins : Thanks everyone!

17:02:47 From tim schmandt : @jim....I would venture a hypothesis that it depends on the industry and continuous improvement maturity. I think in the k-12 education world, absolutely RC will be better received and will engage folks much more deeply than "standard cog tools" k-12 educators and engineers are two different animals.

17:02:56 From Cynthia Aurentz : Thank you! Great info!

17:03:03 From Julius Yang : Thanks Mike!

17:03:07 From Kate Willis : Please send the PPT!

17:03:09 From tim schmandt : very useful thank you

17:03:10 From Grace Liu : Very impressive mapping and matrix

17:03:18 From Ragnhild Kvålshaugen : Thank you. Great presentation.

17:03:48 From Katharine McMillan : great presentation. thank you.

17:03:59 From Katharine McMillan : Bye