Rapid Fire Session
RCRC Roundtable October 20, 2017-10-07

Understanding RC Change and How to Sustain It – Lessons Learned

1. Relationships Matter
   - Relational Coordination
   - Leadership of transformational change

2. Engagement
   - Impact of change on fundamental worker needs

3. Connecting with the Client
   - The CEO
   - The workers - Focus Groups
   - Climate Survey
   - Gaining Insight
   - Establishing Accountability
   - Communicating

4. Interventional Change Process
   - The Brief
   - The Project Team
   - Building the plan
   - Prototyping
   - Executing the plan and tracking progress

5. Staying Connected
   - Build relationships
   - Manage challenges
   - Keep CEO informed