10:20:05 From Jennifer Bloom Greenberg : Will the slides be available to us?

10:20:25 From Jody Hoffer Gittell : yes we will post and also will post the webinar

10:48:45 From Ragnhild Kvalshaugen : Great study Julia and very interesting presentation. Very sorry but I have to leave the meeting.

10:49:10 From Jody Hoffer Gittell : thanks Rahnhild for joining!

10:50:19 From jim best : Shared stories create vulnerability and then empathy, and then a reciprocity of the empathy is returned?

11:00:49 From Ilene Wasserman : Great study and conversation! I especially appreciate the affirmative loop of elevating qualities at the personal, team and role levels

11:01:54 From Ilene Wasserman : This takes an exercise that sometimes is belittled (e.g., giving a star or noticing when someone does something well) to affirming how we see the contribution of the role to the team and elaborating on that.

11:03:01 From Abby Yanow : hi Jodi - Abby here :) taking your great Bingo idea one step further - Have people identify an example of relational/collaborative work, which involves 2 or more people; for example: patient Sue needed to know how to take care of herself on leaving the hospital â€“ so OT James reached out to social worker Joan to help create a plan for her home-going; they reached out to Ed, coordinator of visiting nurses, who helped schedule nurse to visit Sue at home.

11:03:16 From Ilene Wasserman : I love the conversation and regret that I have to leave.

11:03:36 From Tanya Allain : Thank you for joining Ilene!

11:03:37 From Jody Hoffer Gittell : take care Ilene - be in touch!

11:04:05 From jim best : How long does the medicine last? Does making the portraits concrete make it more so?

11:04:51 From Jody Hoffer Gittell : Abby this is very cool - this Bingo idea was not mine I was initially horrified people were playing bingo with RC - and it was based on their own stories - but yes it could go beyond a dyadic role relationship to go further.

11:05:50 From Abby Yanow : yay to the march!!

11:05:56 From jim best : ditto!

11:06:36 From jim best : Exposing the learning edge.

11:08:30 From jim best : Reflection on core values allows you to be les s defensive to threats (enables broaden and build?)

11:11:04 From Shyamal Sharma : a great way of of operationalizing the original QM concept of seeing one's role performance as an integral and valued part of the larger process of working toward a specific shared project goal.

11:16:41 From Abby Yanow : thanks for asking

11:16:44 From Abby Yanow : first, I'm not on audio

11:16:49 From Abby Yanow : let me try to connect;

11:17:43 From Abby Yanow : Jody, can you repeat your comment about social identity?

11:20:26 From Abby Yanow : I have something about the surgeon - and about appreciation.

11:29:44 From jim best : Dazzled by your design Julia and the courage of execution (simulation and expert panel)!

11:30:12 From jim best : Struct by Amyâ€™s observation of the power of PBS â€¦ â€œan engine of something going on thereâ€

11:31:23 From jim best : How do we make lasting changes at the role level which will enable lasting organizational change. RBS can change the attitude of individuals toward a role but they pass thru. How do we leave something behind that persists?

11:31:31 From Susan Gershenfeld : Pleasure hearing about your research, Julia. Thanks for the invite, Jody.