

## Chat from November 2018 RCRC Research Webinar

- 10:04:44 From Jody Hoffer Gittell : hi all - here is the chat box - welcome!
- 10:20:48 From Tanya Allain : Here is the presentation if you are having trouble seeing - <https://rcrcconnect.org/wp-content/uploads/2018/11/RCRC-November-Webinar.pdf>
- 10:24:42 From elli meleti : Thanks Tanya
- 11:14:08 From Carsten Hornstrup : We studied a Danish Elderly Care case showed that one district (app 15 leaders and 200 employees) had significantly higher RC than others. One significant driver we found was bridging leadership and leadership and leaders pushing a story of how different processes connect. This is an org with very high tenure.
- 11:16:11 From Denise Burgen : Very interesting conversation! I need to sign off now!
- 11:16:18 From Denise Burgen : Have a great day!
- 11:16:22 From Tanya Allain : I am sharing the registration list for this webinar below with contact information. We hope you will follow up with one another to continue the conversation after the webinar!! [https://rcrcconnect.org/wp-content/uploads/2018/11/November-Webinar-Attendance-as-of-11\\_26.pdf](https://rcrcconnect.org/wp-content/uploads/2018/11/November-Webinar-Attendance-as-of-11_26.pdf)
- 11:16:32 From Tanya Allain : Good to see you, Denise!
- 11:17:33 From Na Fu : very interesting about bridging leadership
- 11:18:33 From Na Fu : could you please clarify it, Carsten?
- 11:34:02 From Jim Best : Na Fu makes me think about the tension between exploitation (tenure) and exploration (new employee)
- 11:34:16 From Na Fu : very good point, Jim!
- 11:34:22 From Na Fu : I love it!