



NATIONAL
RURAL HEALTH
RESOURCE CENTER

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Network Collaboration Workshop

How to Add Value to your Network and Promote Health within your Community

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National Rural Health Resource Center

The National Rural Health Resource Center is a nonprofit organization dedicated to sustaining and improving health care in rural communities. As the nation's leading technical assistance and knowledge center in rural health, The Center focuses on five core areas:

- Performance Improvement
- Health Information Technology
- Recruitment & Retention
- Community Health Assessments
- Networking



Toolkit Components

1. Mutual Success: The Basics
2. Leading Collaboration
3. Building Trust
4. Managing Conflict
5. Achieving Commitment
6. Maintaining Collaboration



Today's Agenda

1. Collaboration Basics
2. Collaborative Leadership
3. Credibility, Trust and Accountability
4. Understanding Influence

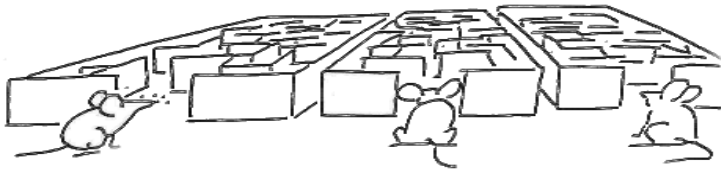


Introductions

- Name
- Network and Location
- How has collaboration benefitted your network or your members in the past 6-12 months?



Together We are Better



- What are the current needs of your network that would benefit from collaboration?
- What collaboration opportunities can you use for practice application during this workshop?
- Who are the stakeholders?



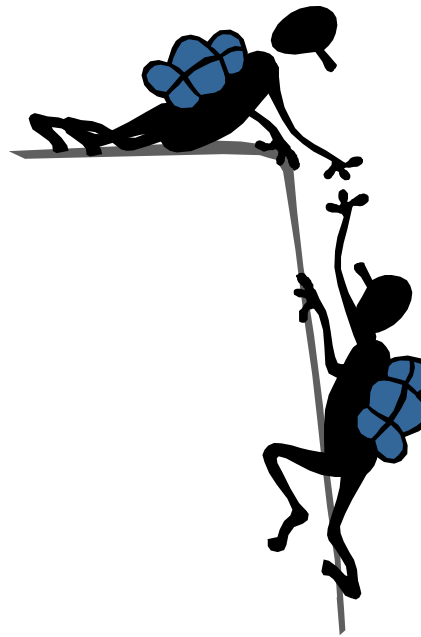
Degrees of Collaboration

- Cooperation
- Coordination
- Partnership



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How to Collaborate





Examine Obstacles

- Motivation
- Culture
- History
- Competition
- Cost



Favorable Conditions

- Mission Alignment/Synergy
- Commitment from Top Leadership
- Overlap, Duplication, Redundancy, Proximity
- Trust



Business Case for Collaboration

Benefit > Cost

Steps to show Benefit > Cost:

- Identify the need
- Articulate the vision
- Clearly set the first steps
- Understand the cost



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Network Example



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Break



Collaborative Leadership

- Builds credibility
- Values high-trust relationships
- Accepts accountability



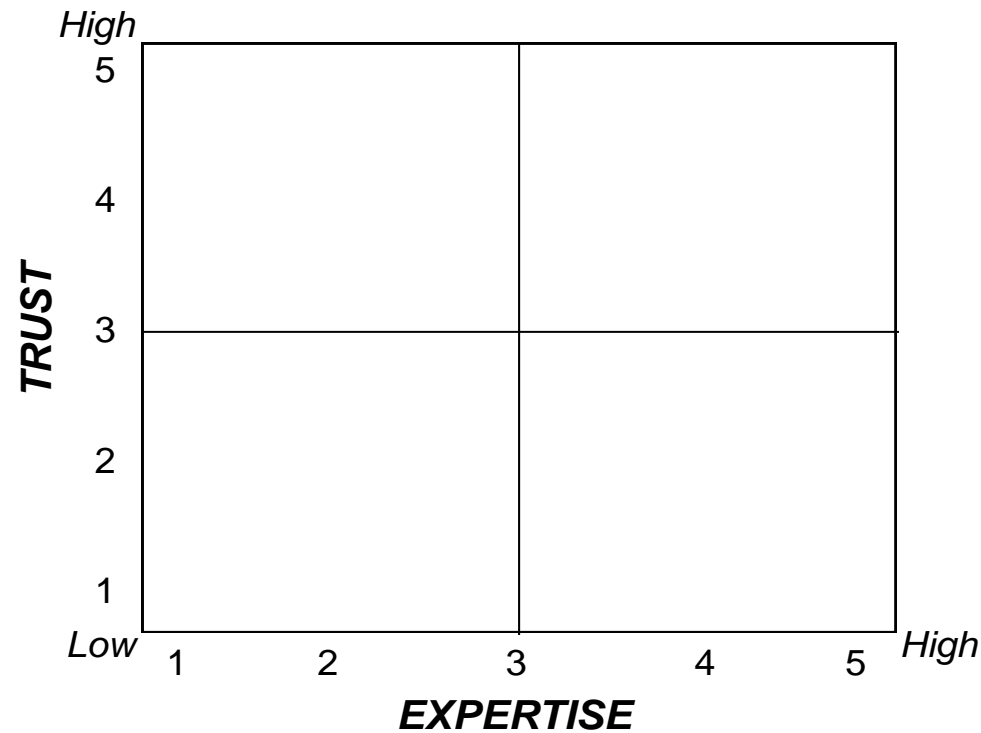
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Building Credibility

Expertise + Trust



Credibility Matrix





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5 C's of Trust





5 C's of Trust

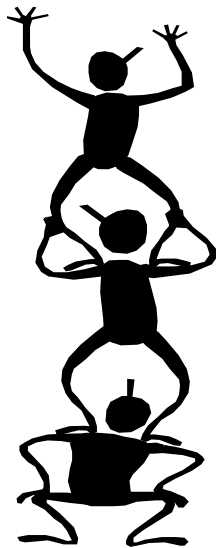
- Competence
- Communication
- Commitment
- Conflict Management
- Care



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Trust Dividends and Trust Taxes

A business case for high trust relationships.





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Relationship Trust

Behaviors that Build Trust





13 Behaviors that Build Trust

- Talk straight
- Demonstrate respect
- Create transparency
- Right wrongs
- Show loyalty
- Deliver results
- Get better
- Confront reality
- Clarify expectations
- Practice accountability
- Listen first
- Keep commitments
- Extend trust



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Network Example



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Break



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Accountability is Part of Trust





Accountability

- Organizational Accountability
- Personal Accountability



Accountability: Defined

Definition:

- Subject to having to report, explain, or justify

Synonyms to accountable:

- Responsibility, Ownership, Being Answerable...

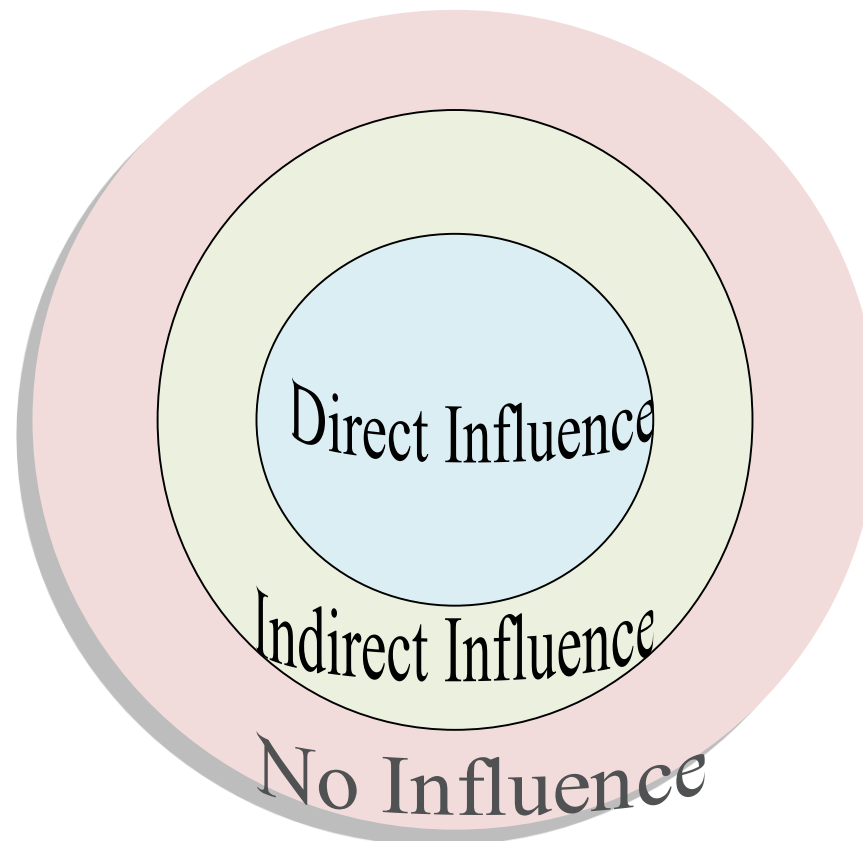


Personal Accountability: Attitude

“What else can I do to *rise above my circumstances* and achieve the results I desire?”



Areas of Influence





Influencing Others

- Steps to Influencing
 - Clarify purpose
 - Establish support
 - Compelling case
 - Negotiate



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Network Example



Workshop Debrief

- Insights and Reflections
 - What key insights did you have today?
 - What is one collaboration learning from today that you will implement with your network?
- Appendix
 - Building Trust Action Plan



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Thank You

Other Resources:

www.ruralhealthcenter.org

Please complete the evaluation form



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