**Logo, company name

Description automatically generatedPATTERNS: Relational Coordination and Relationship Levels**

**External Mapping, Relational Mapping and Relationship Levels (Template)**

Relational Coordination Key:

High

Medium

Low

**Exploring the external context and relationships of the microsystems’ process and outcome improvements.**  
Place a bold line around the rectangle of the “most important contributors” to the identified improvement theme. Think about the 7 dimensions of relational coordination listed below. Discuss and determine if the external relationship with each unit has high, medium, or low relational coordination and draw the line using the identified color. Remember to include an arrow in each direction to represent each unit’s perspectives. The last step is to consider Schein Relationship Levels (-1, 1, 2, 3)

Work Group B

Work Group A

**PROCESS:**

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A group of people sitting around a table with a map on it

Description automatically generated with medium confidence

**Schein Relationship Levels**

-1: Domination

1: Transactional

2: Personized

3: Emotional Intimacy

|  |  |
| --- | --- |
| **RC Dimension** | **Survey questions** |
| 1. Frequent communication | How frequently do people in these groups communicate with you about [insert work process]? |
| 1. Timely communication | How timely is their communication with you about [insert work process]? |
| 1. Accurate communication | How accurate is their communication with you about [insert work process]? |
| 1. Problem solving communication | When there is a problem in [insert work process], do people in these groups blame others or try to *solve the problem*? |
| 1. Shared goals | How much do people in these groups *share your goals* in [insert work process]? |
| 1. Shared knowledge | How much do people in these groups *know about the work* you do with [insert work process]? |
| 1. Mutual respect | How much do people in these groups *respect* the work you do with [insert work process]? |

Gittell, J. H. (2016). Transforming relationships for high performance: The power of relational coordination. In *Transforming relationships for high performance: The power of relational coordination* (p. 128). Stanford, CA: Stanford Business Books.

Schein, E.A., Schein P.A. (2021) *Humble Inquiry: The gentle art of asking instead of telling, 2nd Edition*. Oakland, CA. Berrett-Koehler Publishers, Inc.