Collaboration Begins with Trust

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Rural Health Innovations (RHI), LLC is a subsidiary of the National Rural Health Resource Center (The Center), a non-profit organization. Together, RHI and The Center are the nation’s leading technical assistance and knowledge centers in rural health. In partnership with The Center, RHI enhances the health of rural communities by providing products and services with a focus on excellence and innovation.
Learning Objectives

By the end of this module, you will be able to:

• Define degrees of collaboration
• Calculate trust “taxes” and trust “dividends”
• Identify behaviors to improve trust
• Create an action plan to improve trust
Introductions

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

• 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
5 C’s of Trust

1. Competence
2. Communication
3. Commitment
4. Conflict Management
5. Care
Trust Tax vs. Trust Dividend

Activity:
Relationships of High Trust and Low Trust
Trust Equations

\[ S \times E = R \]

\[(S \times E)T = -R\]

\[(S \times E)D = +R\]

S=Strategy  
E=Execution  
R=Results  
T=Tax  
D=Dividends
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
Trust Action Plan
Wrap Up

• Insights and Reflections

• Post-Workshop Activities
  o Building Trust Action Plan