

Building Trust in Collaborative Partnerships

Kap Wilkes

Director of Program Development

August 2016

Rural Health Innovations' Purpose

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 connects rural health organizations with innovations that enhance the health of rural communities.



NATIONAL
RURAL HEALTH
RESOURCE CENTER



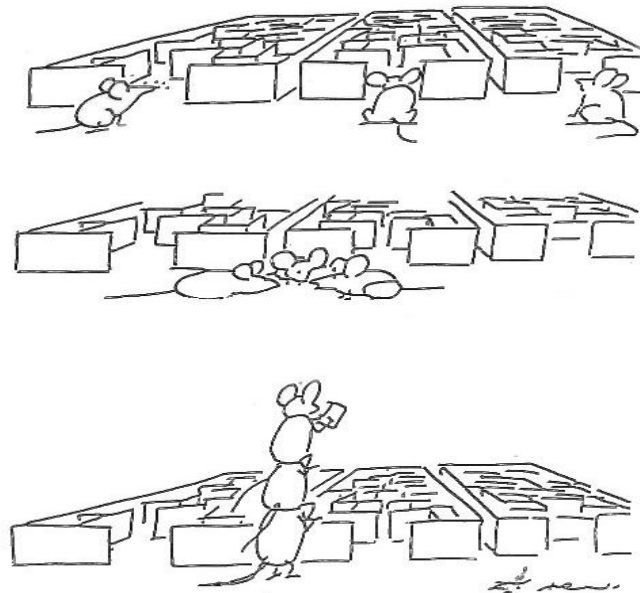
Today's Agenda

- Collaboration basics
- Credibility = expertise + trust
- High-trust and low-trust relationships
- Behaviors that build trust
- Action planning

Collaboration

"Collaboration is a mutually beneficial and well-defined relationship entered into by two or more organizations to achieve common goals."

- Wilder Foundation



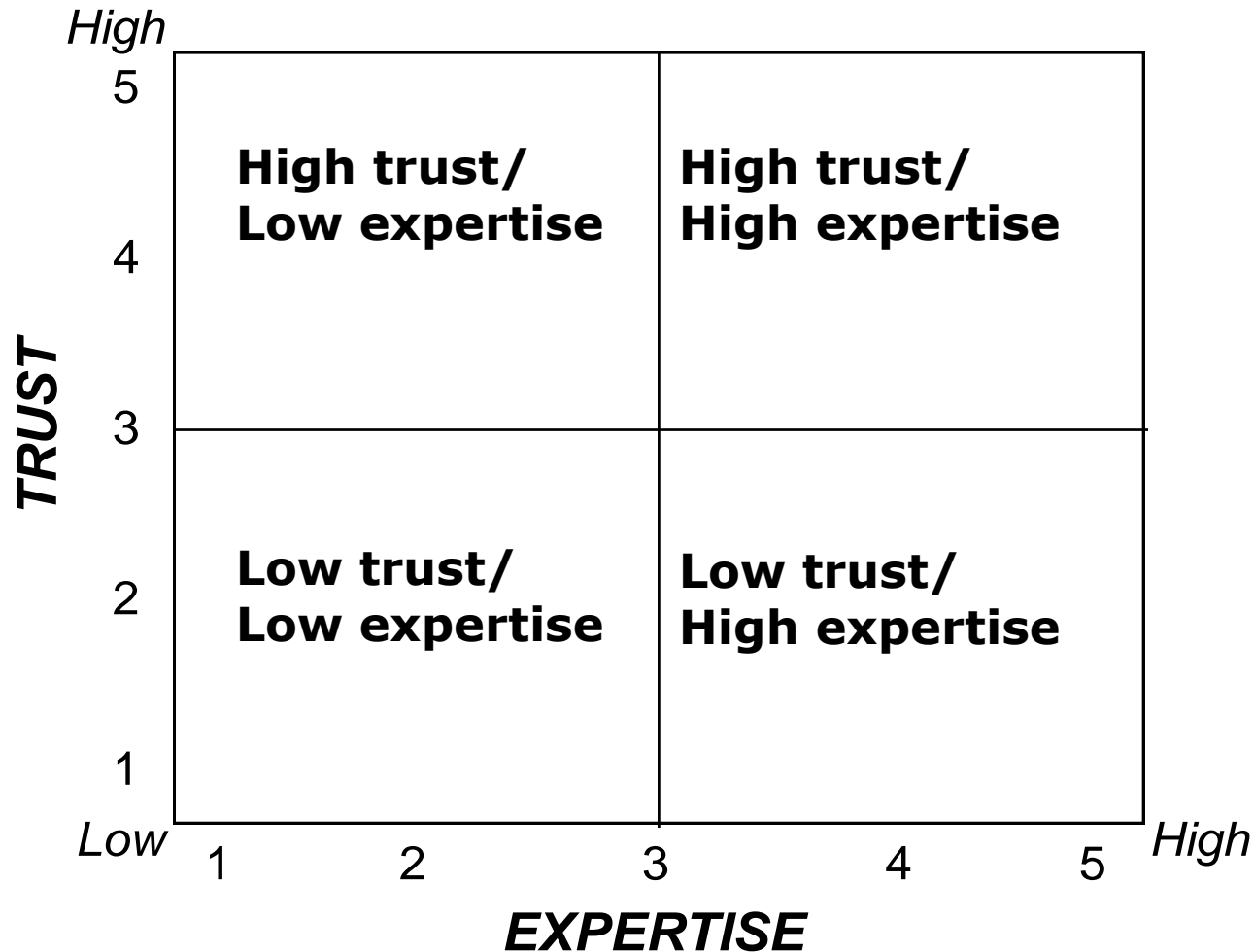
Population Health Has Many Partners



Degrees of Collaboration

Degree	Description	Your Opportunity
Cooperation	Low effort Low complexity Little integration	
Coordination	Moderate effort Moderate complexity Moderate integration	
Partnership	High effort High complexity High integration	

Credibility = Expertise + Trust



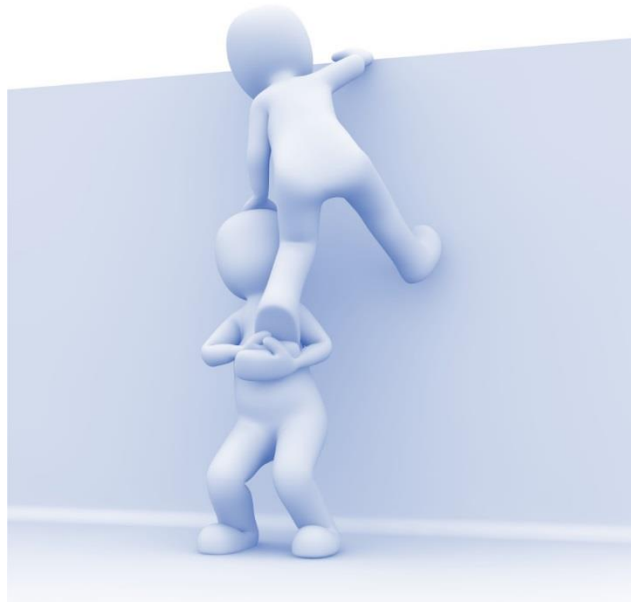
High Trust and Low Trust

The business case for building high-trust relationships



Trust-Building Behaviors

Behaviors that Build Trust



Trust-Building Behaviors

1. Talk Straight



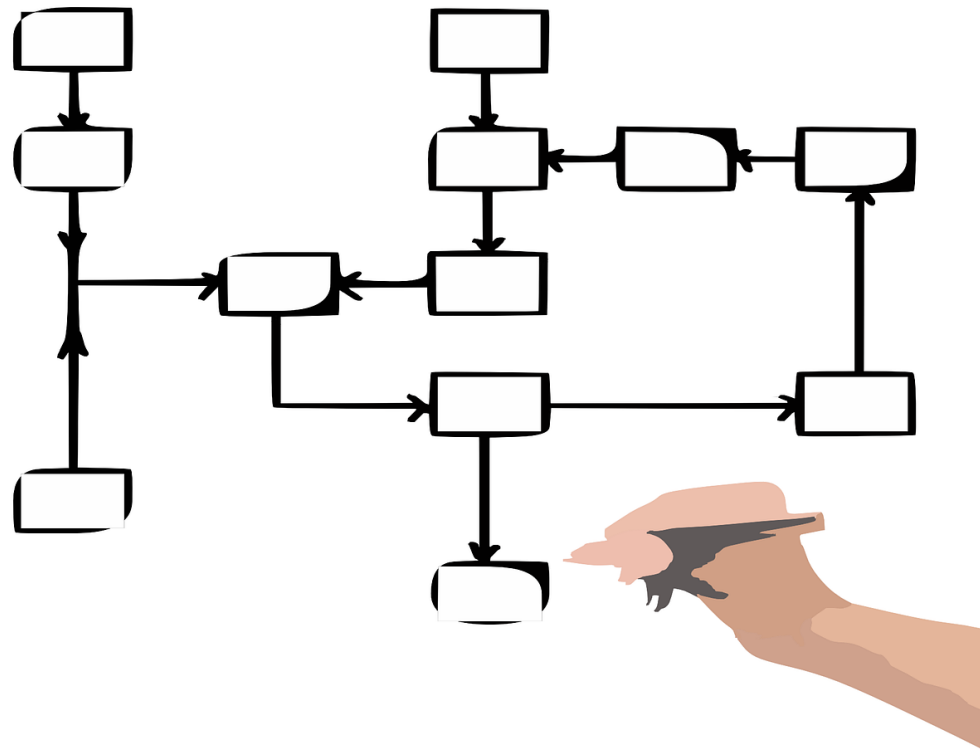
Trust-Building Behaviors

2. Demonstrate Respect



Trust-Building Behaviors

3. Create Transparency



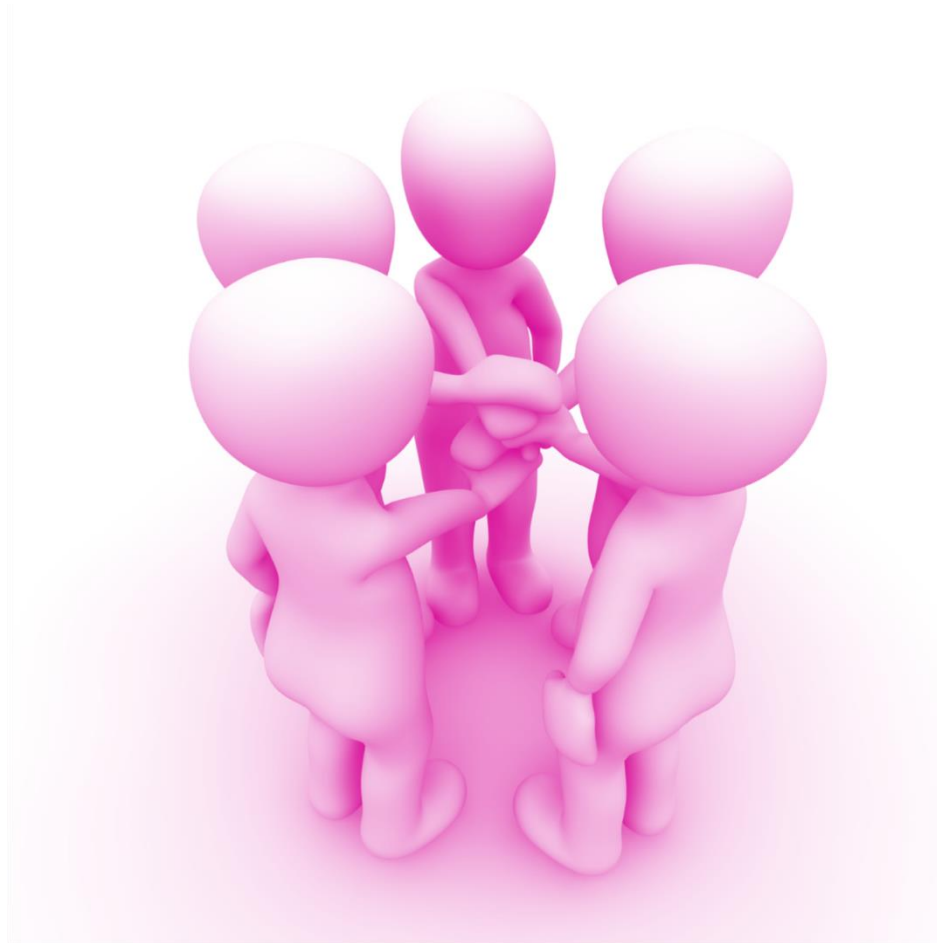
Trust-Building Behaviors

4. Right wrongs



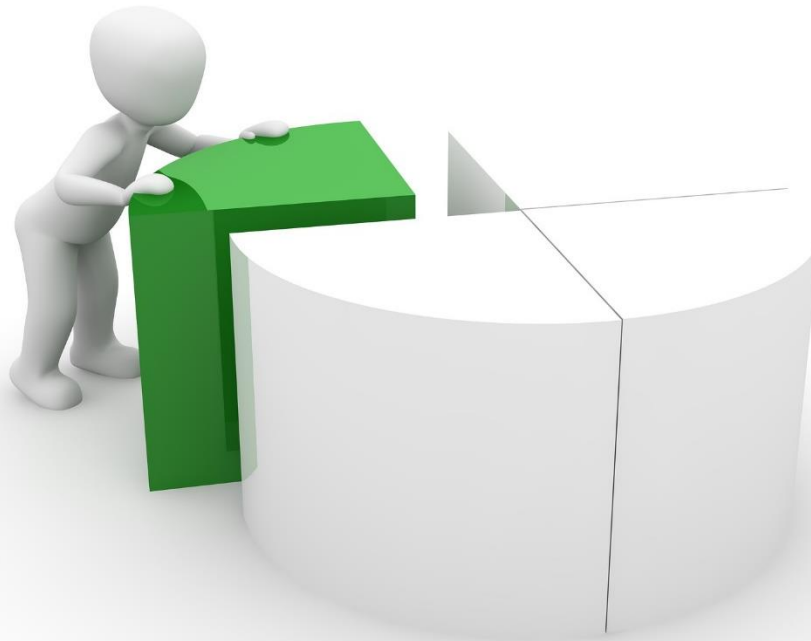
Trust-Building Behaviors

5. Show loyalty



Trust-Building Behaviors

6. Deliver results



Trust-Building Behaviors

7. Get better



Trust-Building Behaviors

8. Confront reality



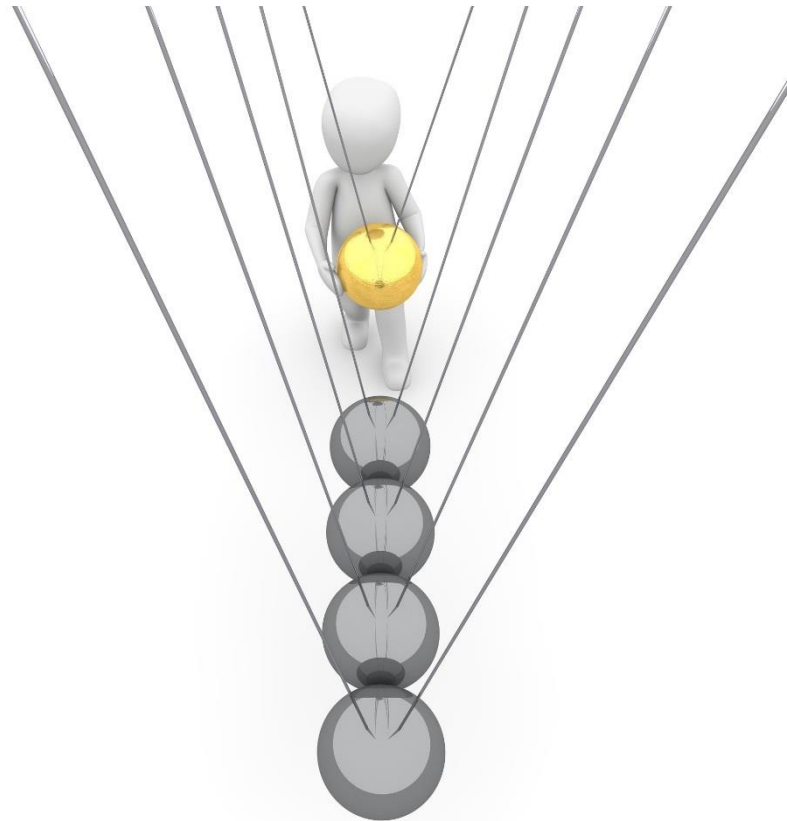
Trust-Building Behaviors

9. Clarify Expectations



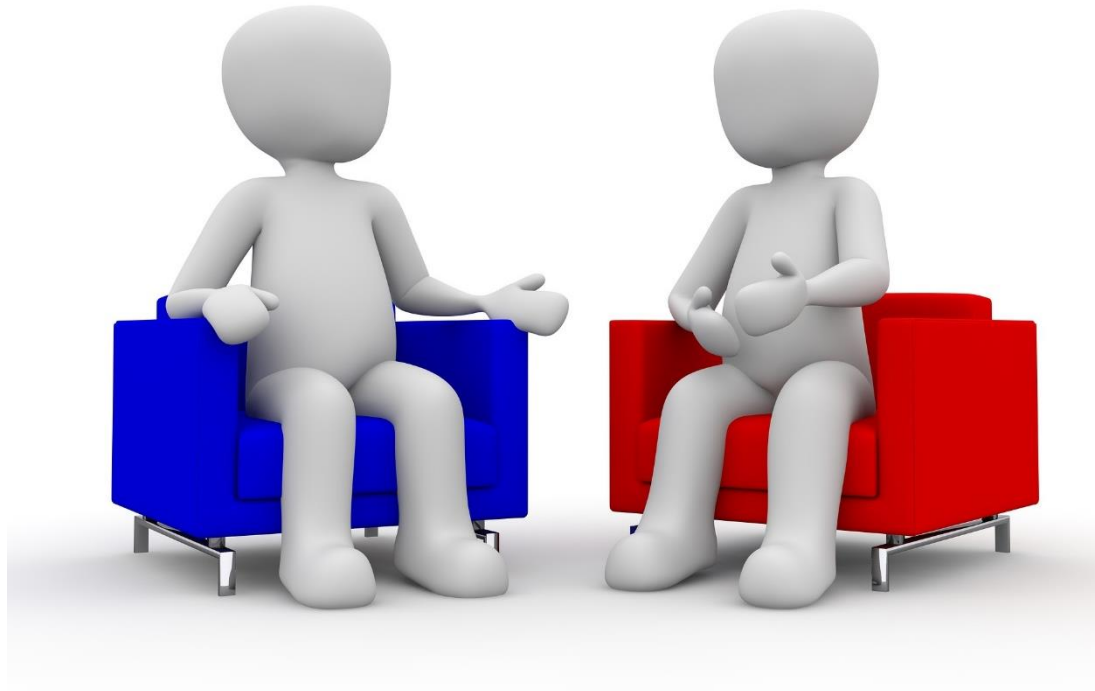
Trust-Building Behaviors

10. Practice Accountability



Trust-Building Behaviors

11. Listen First



Trust-Building Behaviors

12. Keep Commitments



Trust-Building Behaviors

13. Extend Trust



Trust-Building Behaviors

- 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

Action Planning

Assess the situation

- ✓ What is my credibility?
- ✓ How am I seen?
- ✓ What opportunities do I have?



Action Planning

Plan for action

- ✓ How can I build understanding?
- ✓ What commitment can I make?
- ✓ Which trust-building behaviors can I demonstrate?



Action Planning

Objective	Action	Timeline	Progress
<i>Build mutual understanding</i>	<i>Attend a training session together</i>	<i>Sept/Nov</i>	<i>Researched upcoming events</i>
<i>Demonstrate accountability</i>	<i>Volunteer to co-manage a project</i>	<i>Q4</i>	<i>Discuss at next committee mtg</i>

Resources

Additional Resources

<https://www.ruralcenter.org/resource-library>

Further Reading

Collaboration: What Makes It Work, by Paul W. Mattessich, Marta Murray-Close, and Barbara R. Monsey, of the Wilder Research Center. Fieldstone Alliance, 2001.

Creating Collaborative Advantage edited by Chris Huxham. London: Sage Publishers, 1996.

Credibility: How Leaders Gain and Lose It, Why People Demand It by James M. Kouzes and Barry Z Posner. San Francisco: Jossey-Bass Publishers, 1993.

The Speed of Trust: The One Thing that Changes Everything by Stephen M. R. Covey and Rebecca R. Merrill. Simon and Schuster, 2006.

Assessment Tools

PARTNER: a Social Network Analysis Tool to Collect, Analyze, & Interpret Data to Improve Collaboration within Community Networks

<http://partnertool.net/>

Wilder Collaboration Factors Inventory: A Free Online Collaboration Assessment, Amherst H. Wilder Foundation

<http://wilderresearch.org/tools/cfi/index.php>

Kap Wilkes

Director of Program Development

(218) 216-7026

kwilkes@ruralcenter.org

Get to know us better:

<http://www.ruralcenter.org>

