

After rpDiscussion

Making the "we thing" a better reality in all of your work relationships ...

1. Provide follow-up communication, including summary of discussion and your RP vision.



Within one week of your *rpDiscussion*[™] send out a summary of the discussion, highlighting the important points, revelations and actions.

Leverage this memo as another good moment to offer your perspective, RP vision and evident enthusiasm.

We suggest the medium be either a printed document or a memo in a PDF format so that it communicates your message in a manner of perfect fidelity as to style/impact, and is printable and can be easily archived (and not lost in the noise of Blackberry and other e-mail surfing).

2. Launch rpPaq, beginning with rpCamera with each person. Don't procrastinate.

The screenshot shows the rpCamera interface for a performance review. At the top, it says "rpCamera" and "Karen, please express your perspectives by selecting the six buttons below for: Glenn Gaston in Work Role: Lead Technologist". The interface is split into two columns. The left column is titled "Candidly share how the worker has performed over the last month compared to organizational expectations:" and contains three buttons: "Outcomes & Productivity", "Conserving Resources", and "Risks Reduction". The right column is titled "What do you believe the work experiences for this worker has been over the last month?" and contains three buttons: "Functional Enjoyment", "Social Satisfaction", and "Life Effects". Each button has a question mark icon. At the bottom, there is a "Create Snapshot" button and a small disclaimer: "The information you input will not be revealed to the other party until they provide their information".

Within one week of your rpDiscussion, launch *rpCamera*™ with each person. As QR's are revealed for each, **take immediate actions (dialog and agreement) in any areas requiring timely attention and improvement (at a minimum, any QR context that is rated 2 or less, or any "A" or "B" Flow rating).**

Note: In the better organizations, any ratings of 3 or less demands immediate attention.

3. Be vigilant and responsive to your rpDashboard™ and your group rpScoreboard™. Strive for "all purple" QR's ... it's a (very) good thing, and in so many ways!

rpDashboard™ Hi, [Name] Home rpDashboard My Account Logout Better work with better lives

Needs attention. See symbols legend Set up relationship rpScoreboard

Work role relationships with my direct reports rpCamera QR rpMat rpWeaver

Work Role	Department/Division	Person's Name	Create New	This Month	This Month
Staff sonographer	Ultrasound	Cl...		QR	
Staff sonographer	Ultrasound	Li...		QR	
Staff sonographer	Ultrasound	El...		QR	
Staff sonographer	Ultrasound	N...		Expired	Expired

Actual supervisor's "all purple" rpDashboard (w/two QRs pen...

Work role relationships with those to which I report rpCamera QR rpMat rpWeaver

Work Role	Department/Division	Person's Name	Create New	This Month	This Month
Ultrasound Supervisor	Trauma	Cl...		QR	
Lead Technologist, Ultrasound	Trauma	N...		Expired	Expired

Want to improve your QR? Follow these steps

4. Consider the value of on-going, periodic rpDiscussions.



We encourage continuing rpDiscussions on a periodic basis where everyone can safely discuss any matter that relates to *Relationship Performance™* and better work in better lives.

Note: Some matters may be just too great to be solved by one-on-one dialog with RP, and thus such matters may demand occasional group discussion. (Note: often these types of matters are revealed in the *rpScoreboards*.)

5. Be personally accountable to the practices, behaviors, tools and language of Relationship Performance.

The "Rights and Responsibilities" of Relationship Performance

To truly make *Relationship Performance* legitimate in a career or workplace, you and the organization must adopt certain shared "rights and responsibilities." These are explicit and required in the practice of *Relationship Performance*. Each party has certain universal rights. Equally, each party has certain universal responsibilities. Rights imply responsibilities. Responsibilities earn rights. These rights and responsibilities should always be honored and respected as "underpinnings" and "constants" that form the bedrock of a workplace relationship. You might think of these analogous to the Articles of the Constitution in the application and practice of *Relationship Performance*. These are:

- A. Each party has the *right* to have work role performance parameters and related **information expressed through the organizing principles** (frameworks) and **common language**, collectively known as *Relationship Performance*. Equally, each party has the *responsibility* to seek understanding, then consider, structure and share information in the described manner and to the degree they desire to achieve and sustain desired performance from the relationship. Within this common language and principles,

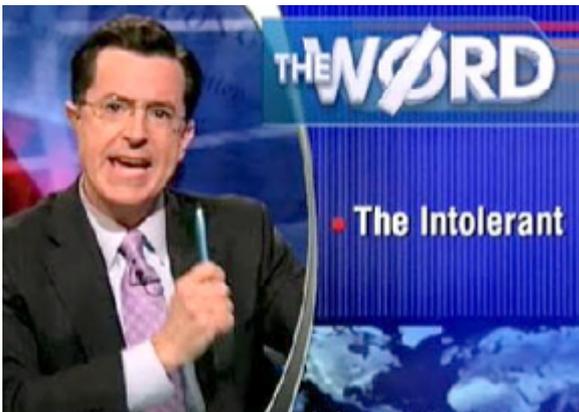
Can two walk together
except they be agreed?
—Amos 3:3

Instead of focusing on what
we can live with, we should
be thinking about what we
can't live without.
—Ebony Carter

See Career Fulcrum, Illuminatiion 232

Yes you! And always do your part to ensure that the organization is rising to its responsibilities for better work in better lives.

6. Be intolerant, creative and constructive with regard to obstacles, dysfunctions and behaviors running counter to Relationship Performance.



Remain vigilant to incorrect thinking, actions and communications that are violating the principles of Relationship Performance. Be intolerant with those who stray off-track ... including, and especially, leadership. Provide those folks with timely coaching to get them back

on track. Be an effective problem-solver. When you need help, or perhaps just a sounding board, reach out to your rpExpert.

7. Apply Relationship Performance in your hiring and succession processes to define, attract and choose the right persons for work role success.



RP can radically improve work relations from the beginning. This includes before and during hiring or succession processes. Ask your rpExpert about the special tools, methods and services that are available including work role diagnostics and design, talent attraction, strategic recruitment processes, "Red Carpet" candidate experience and precision, predictive selection.