

When org structures change, relationships become even more important.

Use 3 RESETs to intentionally rebuild coordination and collaboration after change.

1

RESET: PEOPLE

OUR TEAM

CRITICAL PARTNER

CRITICAL PARTNER

- Who are my critical partners now?

2

RESET: EXPECTATIONS



- What agreements need to be revisited?

3

RESET: WAYS OF WORKING



- How will we collaborate moving forward?



Leader mindset: Strong partnerships are rebuilt through clear roles, renewed expectations, and ongoing communication.

Strong partnerships don’t happen by accident.

Pause, clarify, and intentionally redesign how you work together.

1

PEOPLE



Who owns what now?

- What functions do I rely on most?
- Who are my top 3-5 internal partners?
- Are they still the right contacts?
- Who has inherited new responsibilities?

LEADER MOVE

Identify the partners and dependencies critical to your team’s work.

2

EXPECTATIONS



What do we need from each other?

- What outcomes are we working toward together?
- Where do our teams depend on each other most?
- What support can each team realistically provide?
- What response times are realistic now?

LEADER MOVE

Make expectations explicit. Name what each partner needs from the other.

3

WAYS OF WORKING



How will we work together?

Consider together:

- Communication channels
- Escalation paths
- Meeting cadence
- Handoff processes
- Decision ownership

LEADER MOVE

Agree on practical ways to communicate, decide, hand off, and escalate.

PEOPLE RESET TOOL: Partnership Map

Identifying your critical internal partners

1 I DEPEND ON	2 FOR WHAT?	3 CURRENT CONTACT
 Finance	Budget guidance & financial decisions	No change
 Talent Acquisition	Recruiting & hiring support	New contact
 Supply Chain	Supply availability & continuity	Contact to confirm
 Clinical Teams	Patient care coordination	No change
 Operations	Workflow coordination	Shared between Contact A and Contact B
 Safety & Quality	Quality standards	Interim contact
 Shared Services	Centralized business support	No change



Leader action: Map critical partners and dependencies with your team.

Close and Leader Action

This week's leader action:

Initiate one partnership reset conversation this week. Ask 3 questions:



KEY POINT

Reset the partnership, even when the partner hasn't changed.

For Leaders Only: Your Facilitator Pages

What your team sees, and what stays with you.

FACILITATOR ONLY — DO NOT SHOW THIS PAGE TO YOUR TEAM Presenter reference; keep it on your screen only.

1

RUN IT LIVE



What do I say?

- *A timed five-minute script for the three resets*
- *What to bring and what to skip*
- *Tips if this is your first time facilitating*
- *No prep and no materials needed*

WHAT YOU GET

Run the three resets in five minutes.

2

ADAPT IT



Will this fit my team?

- *Clinical and non-clinical teams*
- *On-site, remote, and hybrid settings*
- *What to emphasize in each*
- *Same three resets, small tweaks*

WHAT YOU GET

Tune the reset to your team - **don't** reinvent it.

3

SHARE THE REST



What does my team see?

- *Teaching pages and tools*
- *The three RESETs overview*
- *The Partnership Map*
- *Close and leader action*
- *Everything after this page is yours alone*

WHAT YOU GET

Share the team-facing pages; keep these four.

Your Facilitator Guide: Run It Live

A five-minute partnership reset for any huddle.

FACILITATOR ONLY — DO NOT SHOW THIS PAGE TO YOUR TEAM Presenter reference; keep it on your screen only.

1

BEFORE YOU START



What do I bring?

- *No prep and no materials - it runs in a huddle*
- *Bring one real partnership, not all of them*
- *Have the team write as you go - they keep it*
- *Aim for five minutes; a little over is fine*

COME PREPARED

One partnership, five minutes, written down.

2

THE 3 RESETS • 5 MIN



How do I run it?

- *PEOPLE - 1 min: name the partner and contact*
- *EXPECTATIONS - 2 min: what each side needs*
- *WAYS OF WORKING - 2 min: decisions, escalation*
- *Close by naming who reaches out, and by when*

THE SCRIPT

Say it out loud: reset the partnership, even when the partner hasn't changed.

3

IF THIS IS NEW FOR YOU



What if I get stuck?

- *A steady, unhurried pace does most of the work*
- *If it goes quiet, name one of your partners first*
- *You need decisions written down, not answers*
- *Let them disagree about who owns what*

FIRST-TIME TIPS

Nervous is normal. Start it anyway.

Adapt It to Your Team

Same three resets; small tweaks help it land in different settings.

FACILITATOR ONLY — DO NOT SHOW THIS PAGE TO YOUR TEAM Presenter reference; keep it on your screen only.

1

CLINICAL TEAMS



Where does it fit?

- *Run it in the huddle, not a meeting*
- *Focus on partners affecting patient care*
- *Pharmacy, supply, lab, imaging, EVS*
- *Escalation paths matter most*

IN THE HUDDLE

Keep it short. Name the **handoff** that hurts when it slips.

2

NON-CLINICAL TEAMS



What changed here?

- *Tie it to the reorg - who inherited what*
- *Watch for sign-offs that changed hands*
- *Finance, HR, IT, supply chain, shared services*
- *Name the reports no one reads*

AFTER THE REORG

Find the **approvals** nobody has claimed since the change.

3

ON-SITE VS. REMOTE



How do we do it?

On-site: build the list on a board

- *Leave it up for the next shift*
- *Remote: use a shared doc*
- *Post decisions in the channel*
- *One owner, one date each*

WHEREVER YOU WORK

Same **three resets**. Every item gets an owner and a next move.

When Time Is Short or the Room Gets Stuck

Same reset, scaled to the time you have, plus what to say when it stalls.

FACILITATOR ONLY — DO NOT SHOW THIS PAGE TO YOUR TEAM Presenter reference; keep it on your screen only.

1

BY TIME YOU HAVE

How long do I need?

- *Five minutes: reset one partnership, not every one*
- *Take the partner where handoffs slip most and run just that*
- *Fifteen minutes: walk two or three, then name owners out loud*
- *Close by reading back who reaches out, and by when*

SCALE IT

One partnership done beats five discussed.

2

“CONTACT KEEPS CHANGING”

What do I say?

- *Agree on the role and the handoff, not the person*
- *Ask the partner who to contact when their contact is out*
- *Write down the function, the backup, and the escalation path*
- *Set a date to re-confirm rather than waiting for the next miss*

PUSHBACK

Reset the process so it survives the next change in contact.

3

“WE ALREADY KNOW THEM”

Why reset at all?

- *Knowing someone is not the same as agreeing how work moves*
- *Ask what has changed for them since the reorg*
- *Ask what response time is realistic now, not last year*
- *Familiar partners are where assumptions hide*
- *If it takes two minutes, you have lost nothing*

PUSHBACK

Reset the partnership, even when the partner hasn’t changed.