



Relational Value (R^v)

Integrity, Respect, Fairness, Compassion and Trust

Why?

Whether at home or at work we all strive to make the most of the available resources. In health and social care we usually think of those resources as money, time and people. Have you ever considered that there might be another resource which might need attention? What about the networks and relationships that individuals or organisations have nurtured and developed? Their value is often only recognised when they are lost which may occur when the system changes or we pay them insufficient attention. Keeping alert to their strength or weakness can bring real tangible benefits.

What?

Relational value (R^v) grows or declines in response to how we act towards each other. Whilst it is dependent on these behaviours it is actually the ‘the bit in the middle’ – the lubricant of an effective team or organisation, and it can be assessed by exploring five key attributes:

- Integrity: ‘How things connect and run’
- Respect: ‘How we treat each other’
- Fairness: ‘How equity is achieved’
- Empathy: ‘How much we understand each other’
- Trust: ‘How much we put ourselves in other peoples ‘hands’

When?

Thinking about the strength of your relationships is good at any time but might be particularly important during a period of change, when new teams are formed, when multi-agency and multi-organisation working is important or when things seem to be off track. Relationships and networks need regular attention and action.

Who?

R^v occurs within a set of relationships when people come together to achieve a certain purpose. This means it can express itself between individuals, staff groups, teams or organisations as well as between different levels in an organisation or system. For example you can examine the strength of a team as it works together on a project or assignment.

Where?

Although R^v is present in every walk of life WSP have undertaken research in the context of health and social care settings as the importance of relationships is so key to high quality care delivery. However, we believe it has wide application and can reap benefits whenever it is applied.

How?

WSP have been exploring and researching R^v so as to help people or organisations to deliver care and drive forward strategic change by creating effective relationships. We can now offer an on-line tool to enable you to make an assessment of R^v in a given context, and provide the advice and support needed to understanding where you are and where you want to be. We can also signpost you to others with complementary expertise to help you make it happen.

For more information contact: Peter Lacey peter.lacey@thewholesystem.co.uk
or Heather.Wheeler heather.wheeler@thewholesystem.co.uk