



Transforming Relationships for High Performance: The Power of Relational Coordination

Jody Hoffer Gittell

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Whether from customers, supply-chain partners, policymakers, or regulators, organizations in virtually every industry are facing calls to do more with less. They are feeling compelled to provide higher-quality outcomes, more rapidly, at a lower cost.

This book offers a road-tested approach for delivering these outcomes through positive organizational change. Its message comes just in time, for too many companies have gone the way of low-road strategies, such as cutting pay and perks, and working harder not smarter. Drawing on her path-breaking research, Jody Hoffer Gittel reveals that high performance is fundamentally relational—rooted in both human and social capital.

Based on this insight, she provides a unique model that will help companies to build meaningful relationships among colleagues, develop smarter work processes, and design organizational structures fit for today's pressure test. By following four organizations on their change journeys, she illustrates how "relational coordination" unfolds in real-world settings. Tools for change guide readers as they learn how to implement this new model in their own workplaces.

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