

Collaboration Check-In

Working within and across teams to put Health First

As a leader, you know your team better than anyone. You also have a unique perspective to see beyond your team. Looking across our company, you can determine where and how they could collaborate with other teams to solve novel challenges and deliver unique value for the people we serve, and for our company.

Use this Conversation Guide to build on your team’s progress from the Purpose Check-In and Bright Spot Brief to identify the key relationships across the enterprise that need to be in place for your team to put Health First.

PURPOSE Identify key relationships that need to be built across the enterprise so that we can put Health First in new ways	
LENGTH + FREQUENCY 60 minutes, twice a year	ATTENDEES Team members responsible for Bright Spot Brief pilot
FORMAT In-person or virtual; interactive discussion	MATERIALS Bright Spot Briefs; “Our Community” section of the Health First Guide

BEFORE THE CONVERSATION

- Study the material.** Explore the Health First Guide “Our Community” section for a refresher on why it’s important for us to work together within and across teams to create outsized impact for our members and patients. Think of real-world examples from your own experience to help demonstrate the point. Finally, review the winning Bright Spot Brief and get an idea for the key relationships across the enterprise that need to be in place for your team to put Health First, so that you can stay a step ahead of the conversation.
- Help your team prepare.** The conversation may symbolize an opportunity to work in a way they haven’t before, connecting with teams they haven’t worked with before, and pushing beyond their everyday remit to accomplish stretch goals together. Think about what they might need to know so that they show up primed to participate. (Before the Check-In, you may ask them to review the “Our Community” section of the Health First Guide and the winning Bright Spot Brief, for instance.)
- Have a plan for timing and structure.** Create an agenda with enough time for people to feel comfortable, and the right prompts to spark meaningful discussion. You’ll find examples prompts in the next section.

DURING THE CONVERSATION

- Set the context.** Remind them of what they should expect from the conversation. Reiterate its purpose.
- Set new expectations about collaboration.** To truly deliver on our purpose, we have to work as one integrated company. This means we have permission and encouragement—expectation, even—to seek out opportunities to collaborate across teams when the solution in sight calls for it. Share personal, real-world examples about how you’ve collaborated in this way to model for your team members.
- Connect to our Values.** Working in this way to deliver on our purpose requires us to be Caring, Curious, and Committing—seeking out diverse perspectives, actively listening to them, integrating work across the enterprise, and trusting each other to push toward excellence.
- Identify potential collaborators.** Review the Bright Spot Brief. Given the challenge, solution, and potential barriers, what skills do we need to bring together to make the pilot a success? Who has those skills? What part(s) of the solution needs their attention? What’s in it for them if they join us?

AFTER THE CONVERSATION

- Facilitate the intros.** Once the Check-In is finished and the roster of potential collaborators is settled, reach out to leaders from those teams to talk about the potential of working together. During the meeting, use the Bright Spot Brief to guide your conversation.