Presented by the Traumatic Brain Injury Technical Assistance Resource Center (TBI TARC) and the Administration for Community Living (ACL)

Cultivating and Sustaining Partnerships to Create Successful Change

August 29, 2024

Welcome

Thank you for joining us to learn about **Cultivating and Sustaining Partnerships to Create Successful Change**. This webinar is sponsored by the Traumatic Brain Injury Technical Assistance and Resource Center. TBI TARC is funded by the Administration for Community Living and is managed by Human Services Research Institute (HSRI) in partnership with the National Association of State Head Injury Administrators (NASHIA). This webinar is free and open to the public.

Before we begin

- Participants will be in listen-only mode during the webinar. Please use the chat feature in Zoom to post questions and communicate with the hosts.
- The webinar will be live captioned in English and live interpreted in Spanish. Live English captions can be accessed by clicking the “CC” button at the bottom of your Zoom screen.
- If you use ASL interpretation, we encourage you to join on a desktop device as your mobile device may only show the active speaker.
- This live webinar includes polls and evaluation questions. Please be prepared to interact during polling times.

Antes de empezar

- Los participantes estarán en modo de solo escucha durante el seminario web. Utilice la función de chat en Zoom para publicar preguntas y comunicarse con los anfitriones.
- El seminario web se subtitulará en vivo en inglés y español. Se puede acceder a la interpretación en español en vivo haciendo clic en el botón "interpretation" en la parte inferior de la pantalla de Zoom (icono del mundo). Una vez en el canal español, por favor silencie el audio original.
- Si utiliza la interpretación de ASL, le recomendamos que se una en un dispositivo de escritorio, ya que es posible que su dispositivo móvil solo muestre al orador activo.
- Este seminario web en vivo incluye encuestas y preguntas de evaluación. Esté preparado para interactuar durante los horarios de votación.

About TBI TARC

The Traumatic Brain Injury Technical Assistance and Resources Center (TBI TARC) is an initiative from the Administration for Community Living that helps TBI State Partnership Program grantees promote access to integrated, coordinated services and supports for people who have sustained a TBI, their families, and their caregivers. The Center also provides a variety of resources to non-grantee states, people affected by brain injury, policymakers, and providers.

TBI TARC
Traumatic Brain Injury
Technical Assistance and
Resource Center

ACL
Administration for Community Living

Meet Key TBI TARC Team

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Who is here?

In what role(s) do you self-identify? Select all that apply.

1. Person with a traumatic brain injury (TBI) or other disability
2. Family member or friend of a person with a TBI or other disability
3. Self-advocate / advocate
4. Peer-specialist / peer-mentor
5. Social worker, counselor, or care manager
6. Researcher / analyst
7. Service provider organization employee
8. Government employee (federal, state, tribal, or municipal)

Meet the Speaker

Dr. Julia E. Moore

Executive Director

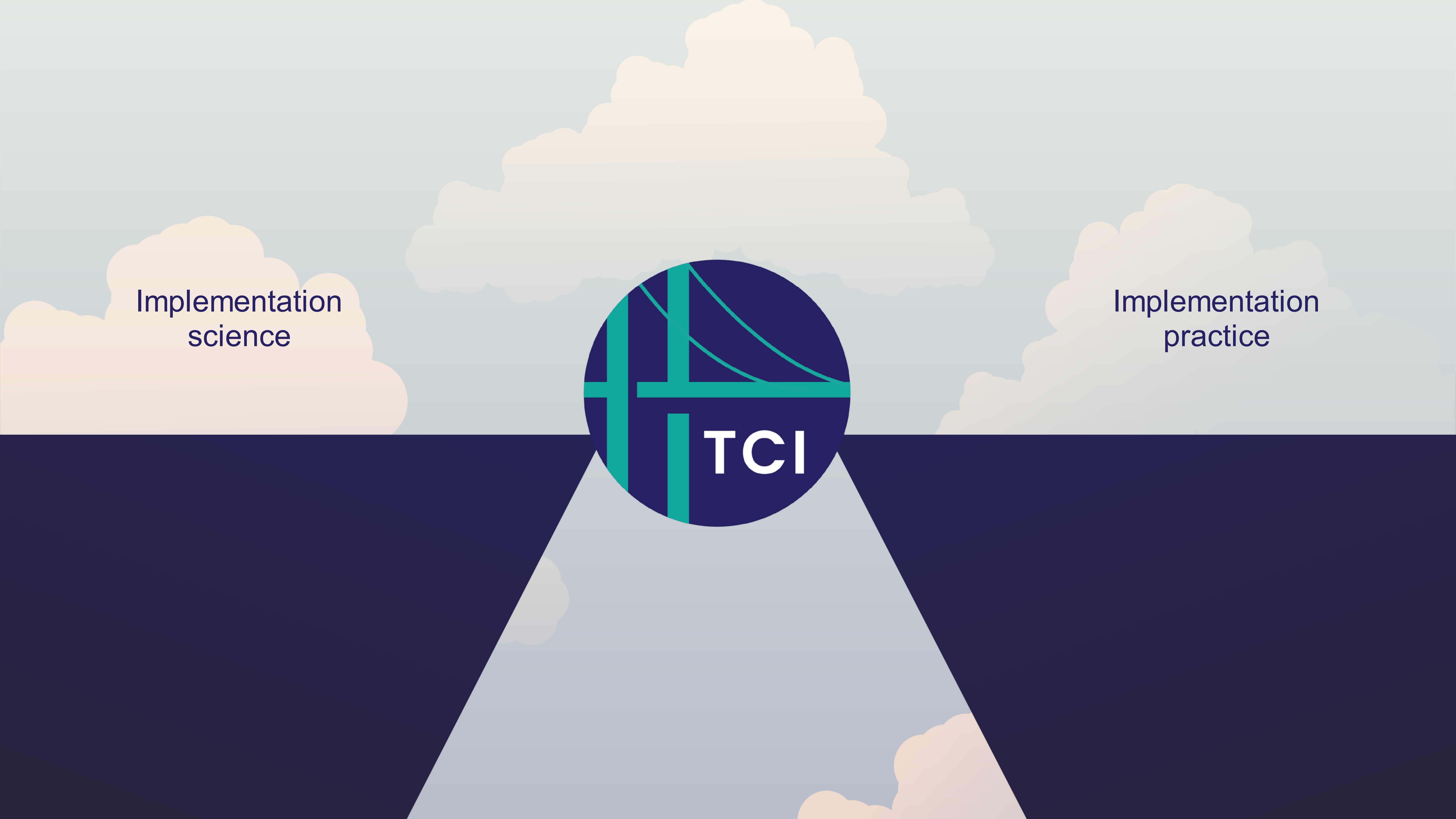
Dr. Moore has a PhD from Penn State in Human Development, where she was trained as an implementation scientist, researching the best ways to implement evidence-based programs. She has worked on over 100 implementation projects and is known internationally for her ability to communicate complex concepts in clear and practical ways.

@julia_e_moore

/julia-e-moore

The Center for Implementation

TCI



Implementation
science

Implementation
practice

ABOUT US & SERVICES

The Center for Implementation

We are a social enterprise that trains, supports, and empowers professionals in using evidence-informed approaches to maximize their impact.

Our vision is to see millions of changemakers worldwide actively applying best practices in implementation science to their initiatives.

Implementation support

Expert support and tailored guidance

Partnerships

On large-scale initiatives

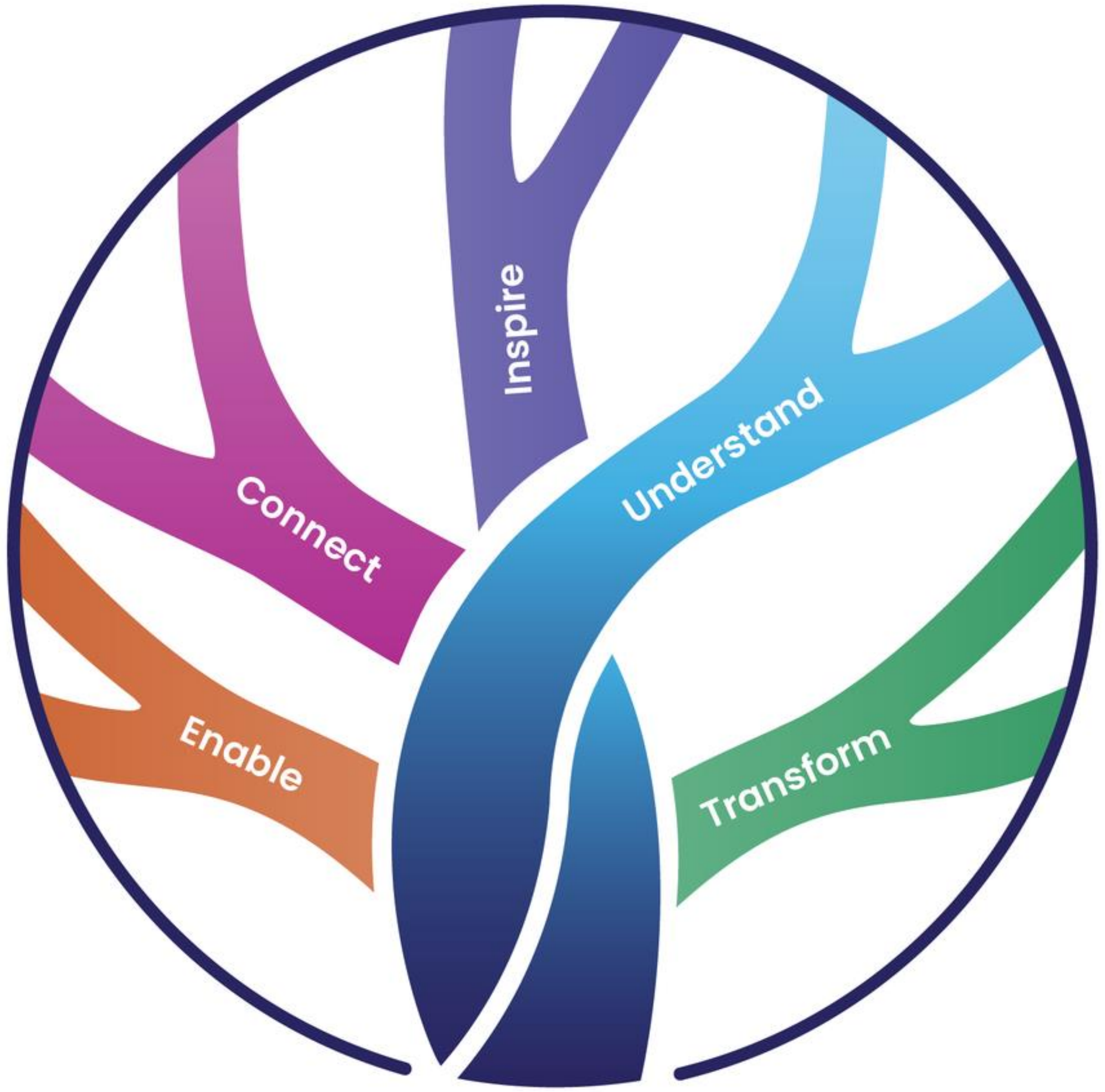
Workshops

In person and/or virtual

1

The Collaboration Spectrum

Implementation Support Practitioners’ functions and competencies

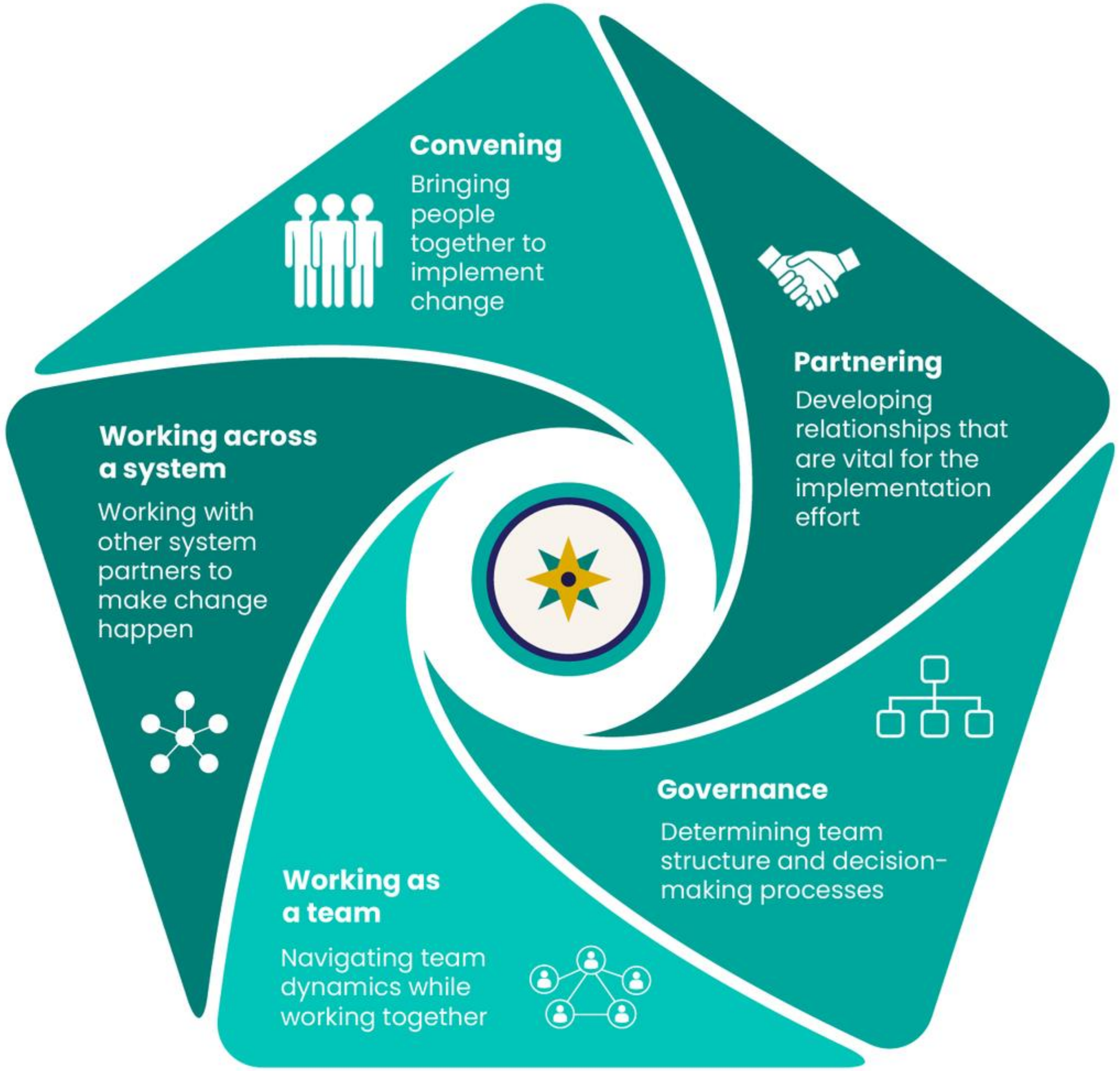


- Develop a team
- Unearth the problem
- Select the THING
- Assess barriers and facilitators
- Select and build change strategies
- Adapt to the local context
- Plan for implementation and implement
- Engage in continuous learning for improvement
- Plan for and enact spread and scale
- Plan for sustainability and sustain

https://thecenterforimplementation.com/toolbox/core-competencies

Relational Pathway

The HOW of bringing people together



Convening

Bringing people together to implement change

Partnering

Developing relationships that are vital for the implementation effort

Governance

Determining team structure and decision-making processes

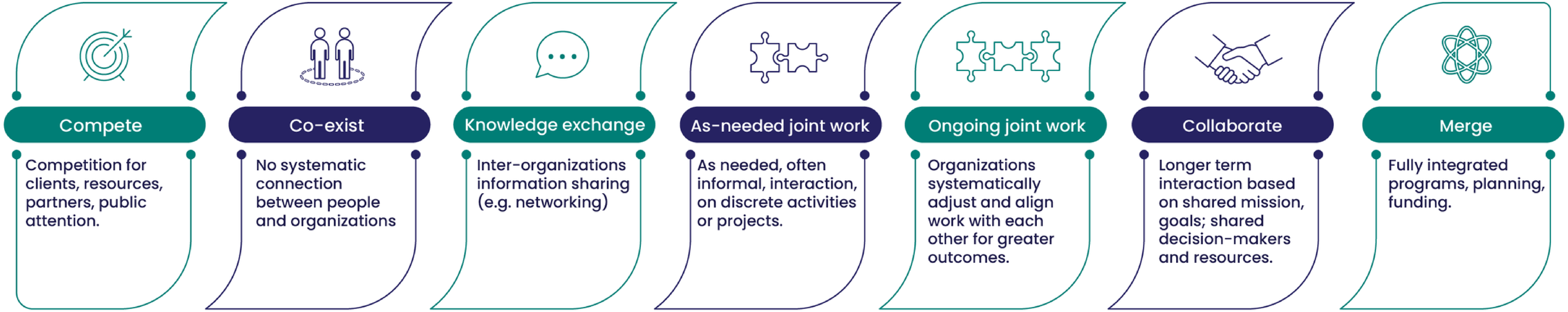
Working as a team

Navigating team dynamics while working together

Working across a system

Working with other system partners to make change happen

The Collaboration Spectrum



Compete

Competition for clients, resources, partners, public attention.

Co-exist

No systematic connection between people and organizations

Knowledge exchange

Inter-organizations information sharing (e.g. networking)

As-needed joint work

As needed, often informal, interaction, on discrete activities or projects.

Ongoing joint work

Organizations systematically adjust and align work with each other for greater outcomes.

Collaborate

Longer term interaction based on shared mission, goals; shared decision-makers and resources.

Merge

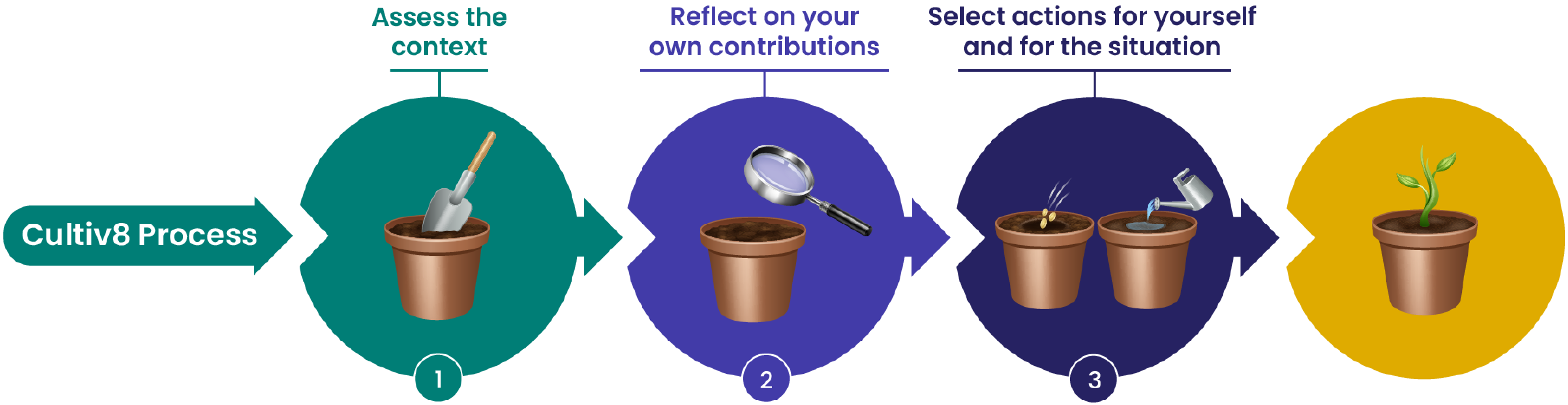
Fully integrated programs, planning, funding.

Based on Tamarak Institute's The Collaboration Spectrum (2017). Image adapted by The Center for Implementation, © 2023 | V2024.01 | For full citation:
https://thecenterforimplementation.com/toolbox/the-collaboration-spectrum

2

The science of building trust

PART 2: THE SCIENCE OF BUILDING TRUST (1 of 6)


Cultiv8 Process
Assess the context
1
Reflect on your own contributions
2
Select actions for yourself and for the situation
3

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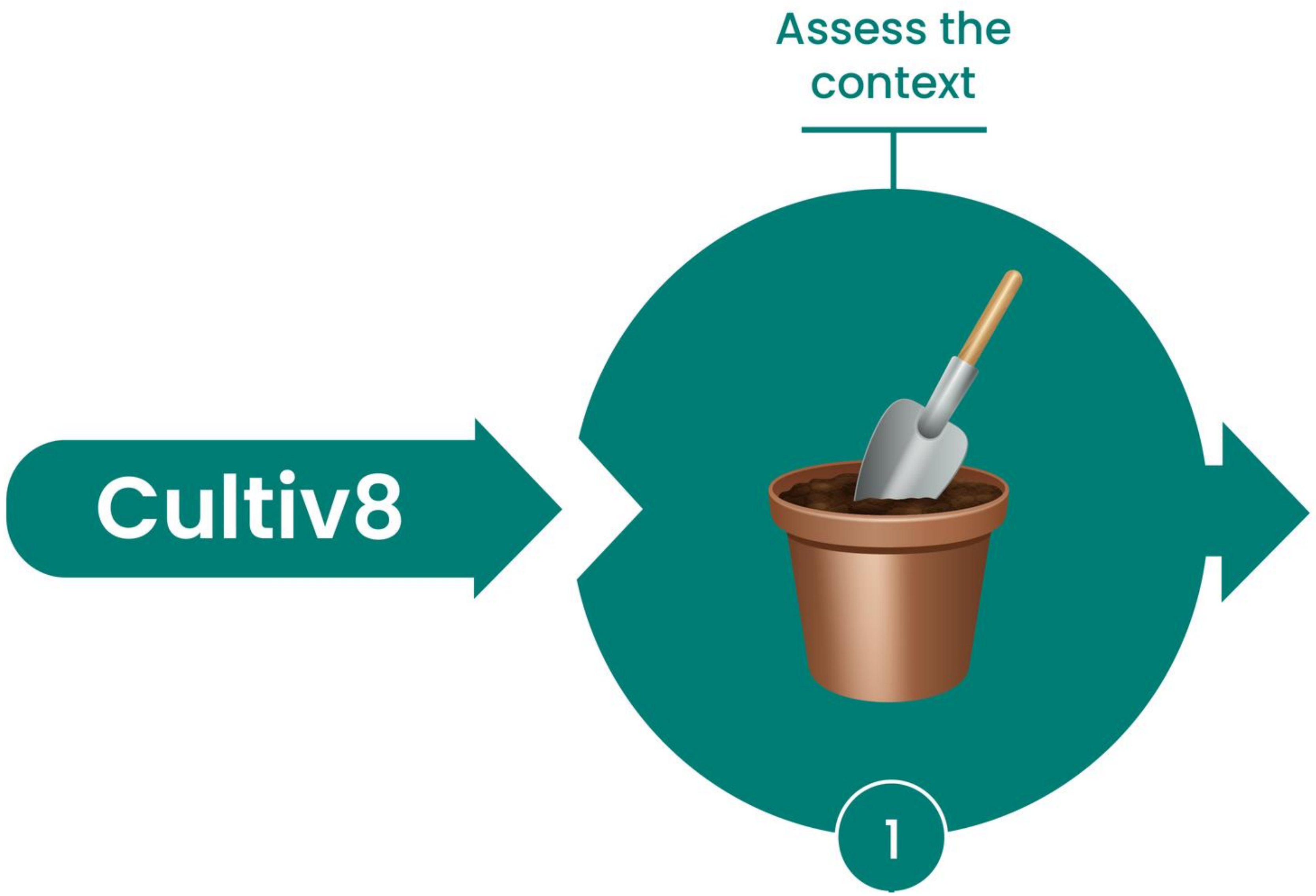
PART 2: THE SCIENCE OF BUILDING TRUST (2 of 6)

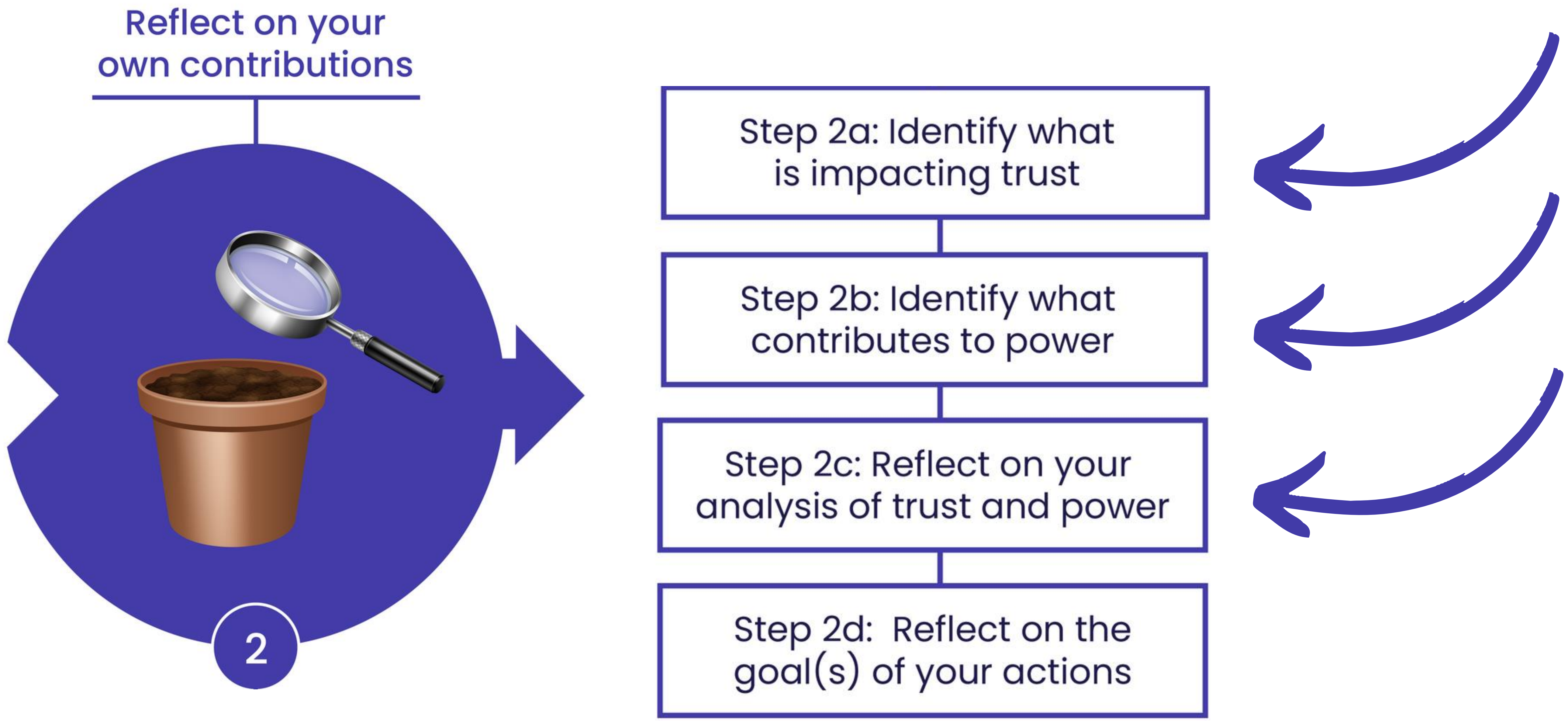

Assess the context
Cultiv8
1

Step 1a: Identify what the general "thing" is you are trying to address

Step 1b: Identify the stage of your relationship

Step 1c: Rate your relationship in terms of trust and power

PART 2: THE SCIENCE OF BUILDING TRUST (3 of 6)



Reflect on your own contributions

Step 2a: Identify what is impacting trust

Step 2b: Identify what contributes to power

Step 2c: Reflect on your analysis of trust and power

Step 2d: Reflect on the goal(s) of your actions

Types of trust

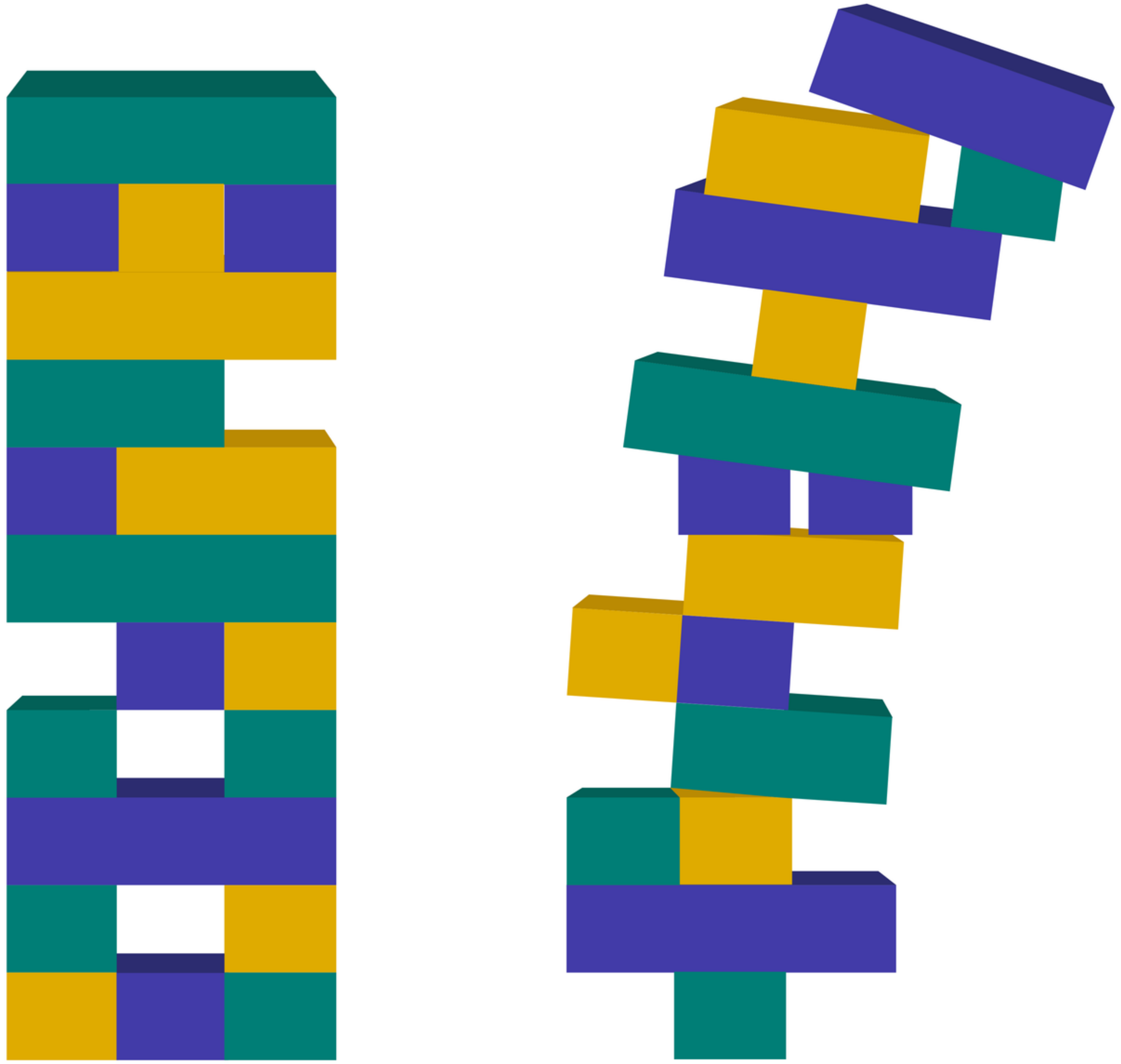
Strategic

Between organizations/groups

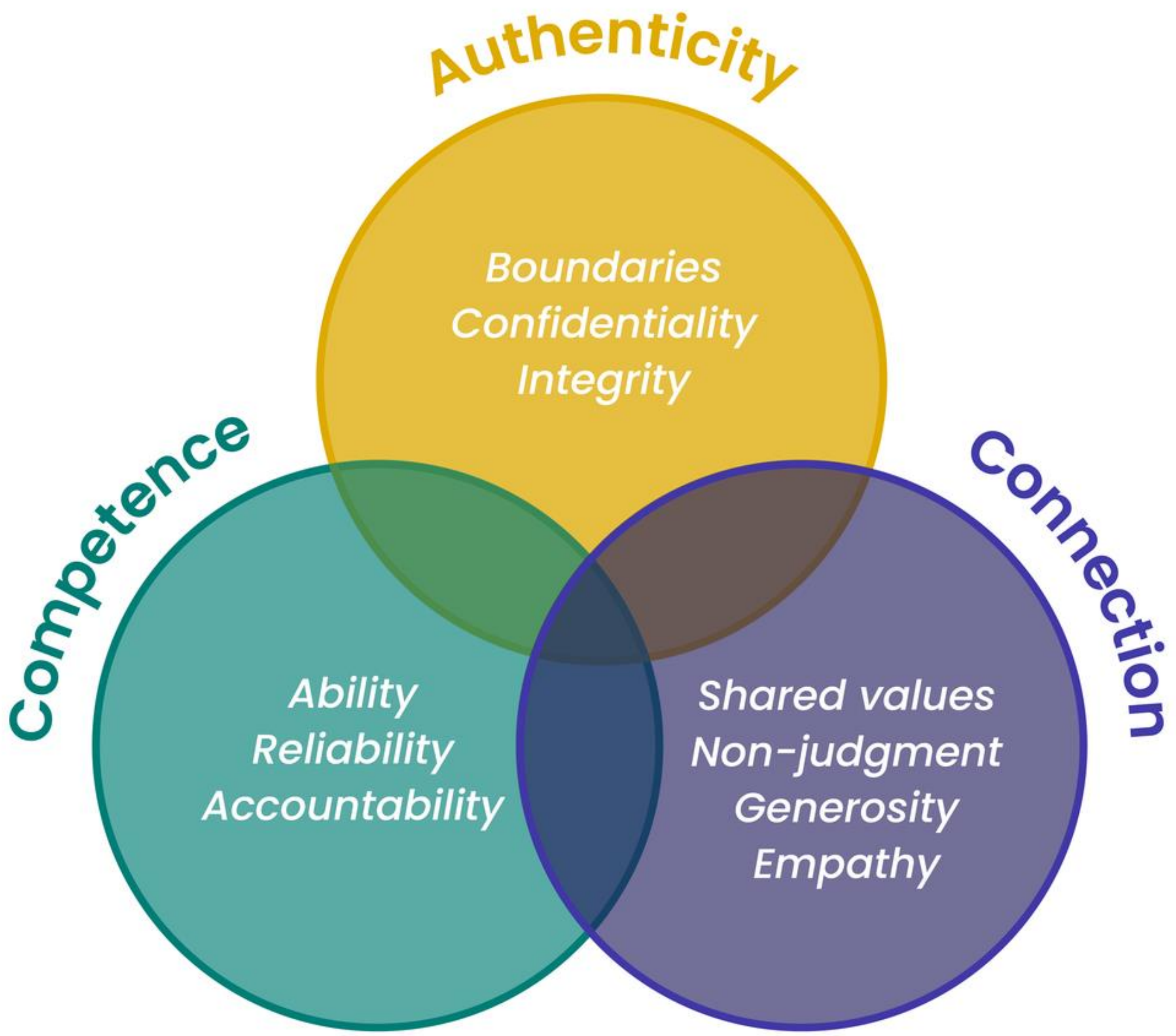
Personal

Within organizations/groups

Tower of Trust

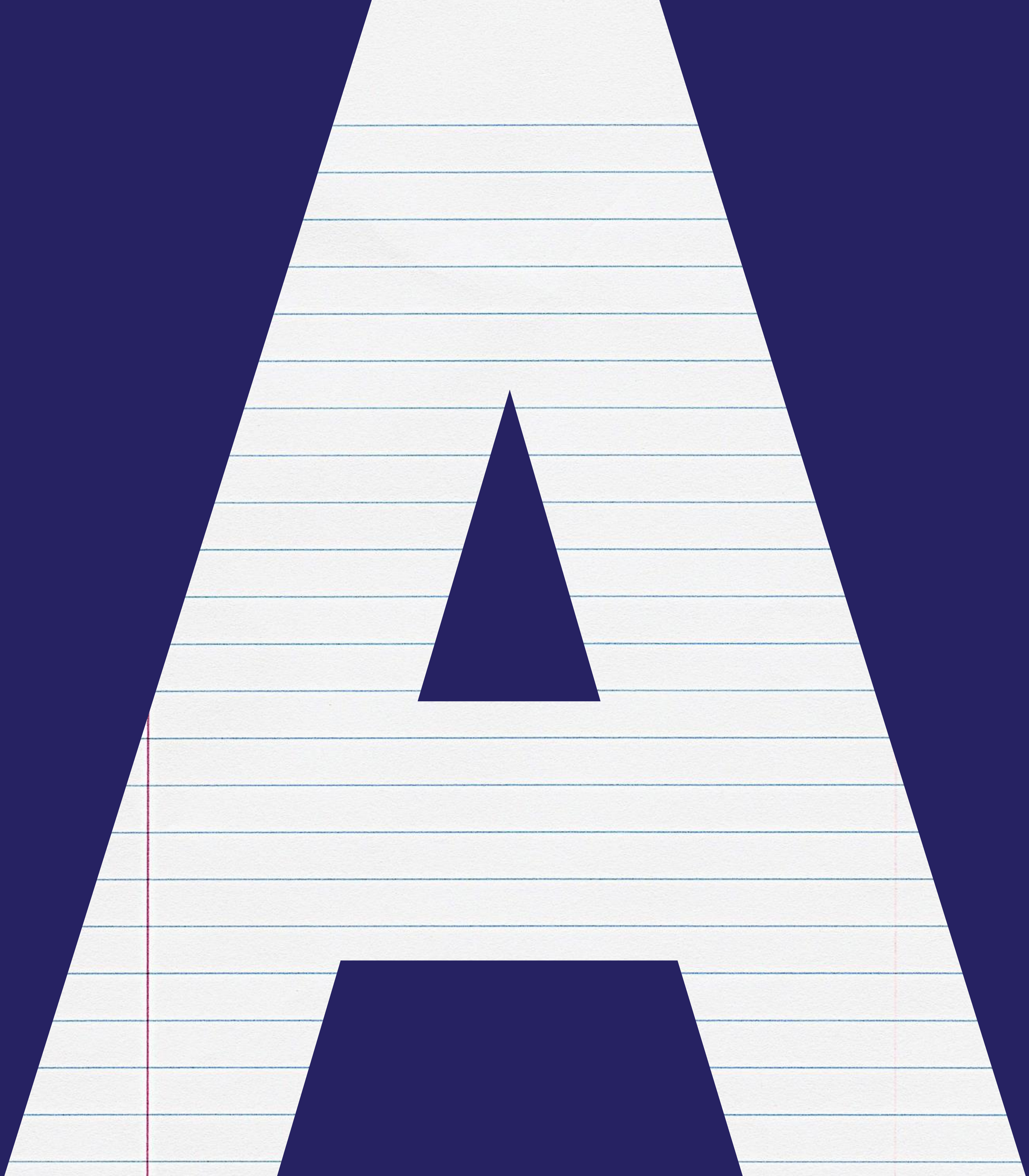


Factors that affect trust: The Trust Trifecta


Authenticity
Boundaries
Confidentiality
Integrity
Competence
Ability
Reliability
Accountability
Connection
Shared values
Non-judgment
Generosity
Empathy

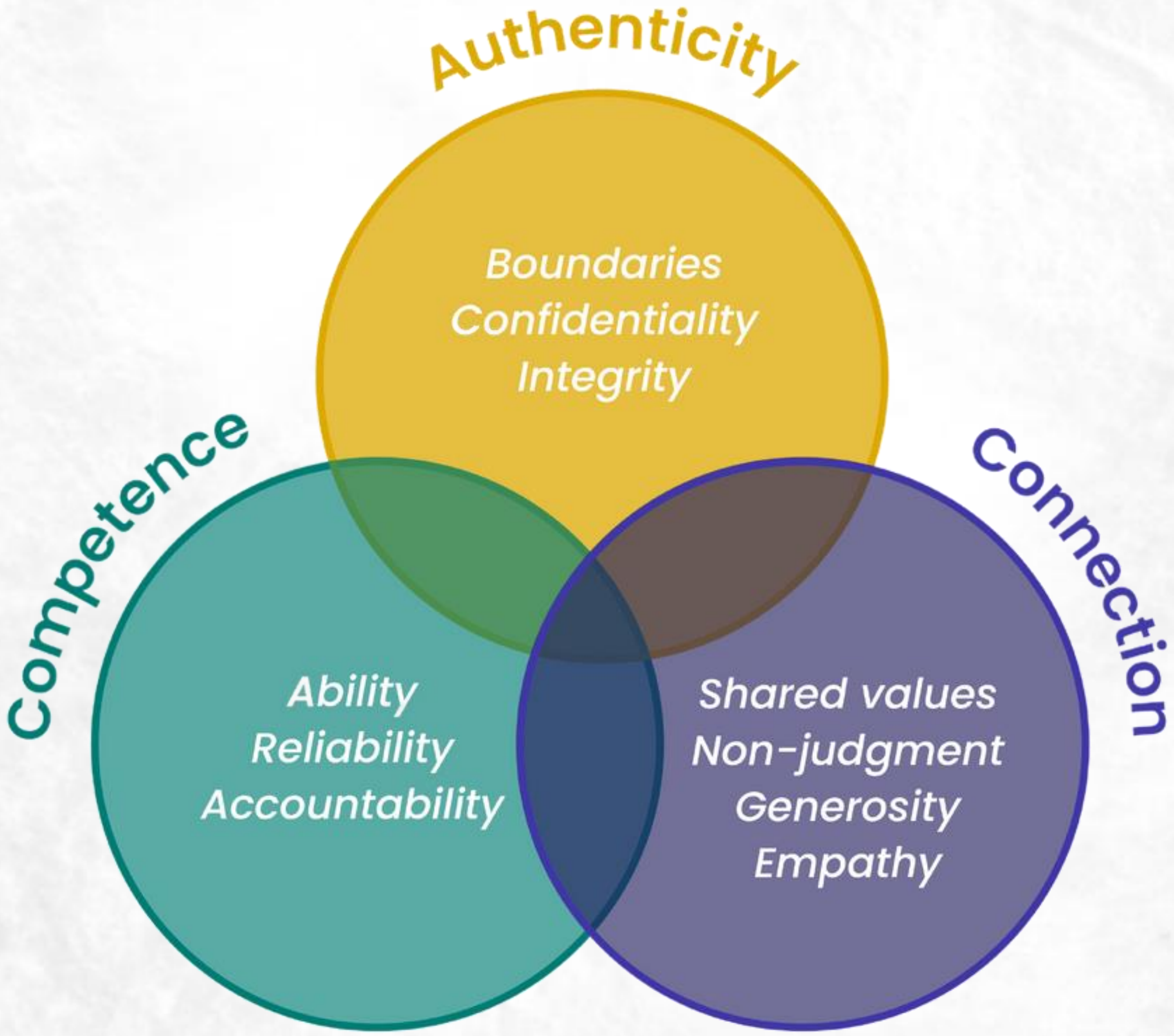
Based on Frei & Morriss (2020) and Brown (2018). Image developed by The Center for Implementation, © 2023 | V2024.01 | For full citation: https://thecenterforimplementation.com/toolbox/the-trust-trifecta

Activity



ACTIVITY 2 (1 of 5)

Poll: At the start of a team meeting, our new collaborator shared their personal story about why they are committed to this work.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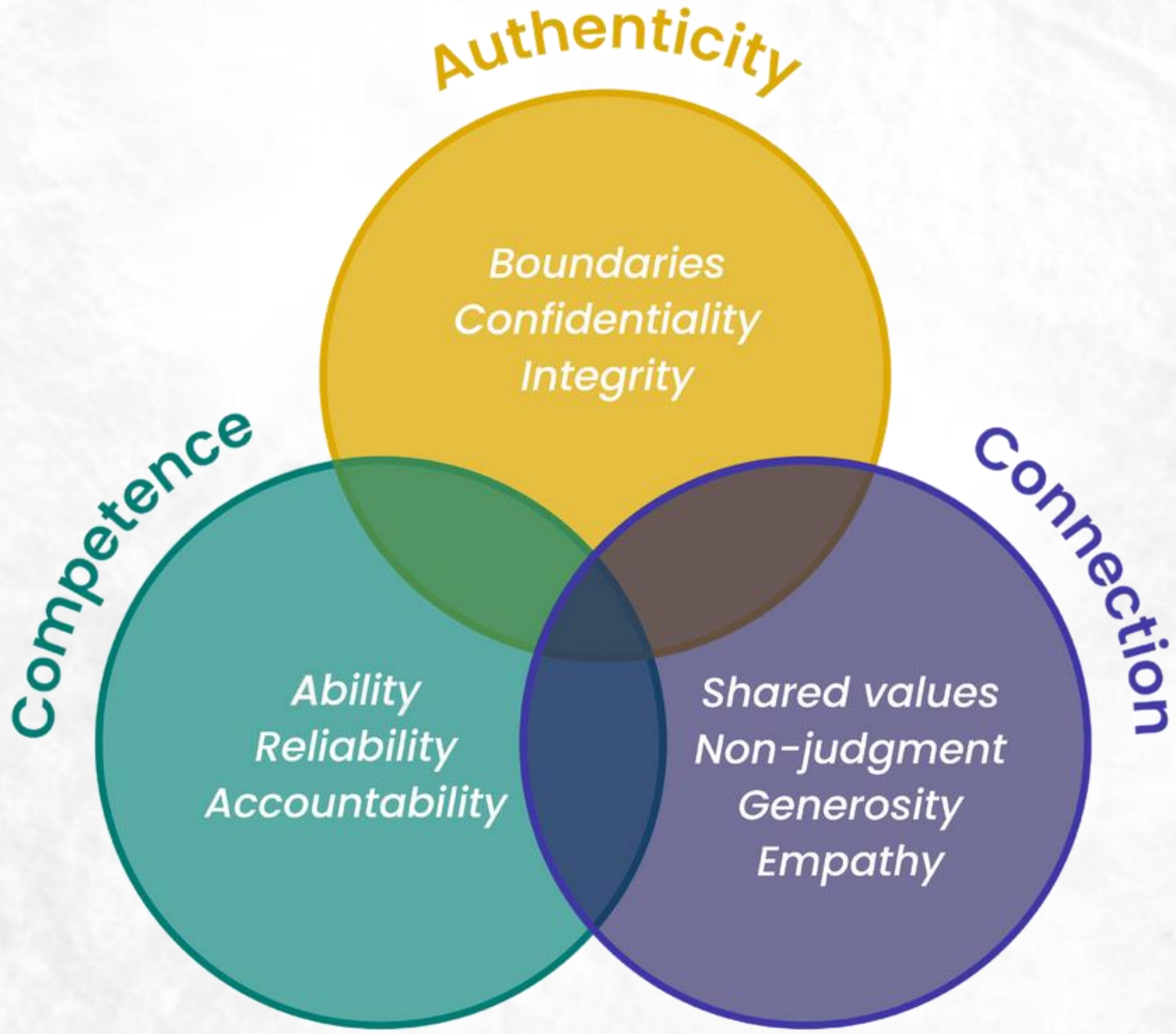
ACTIVITY 2 (2 of 5)

Poll: One of my colleagues seems overconfident. They rarely ask questions and never admit when they don't know things.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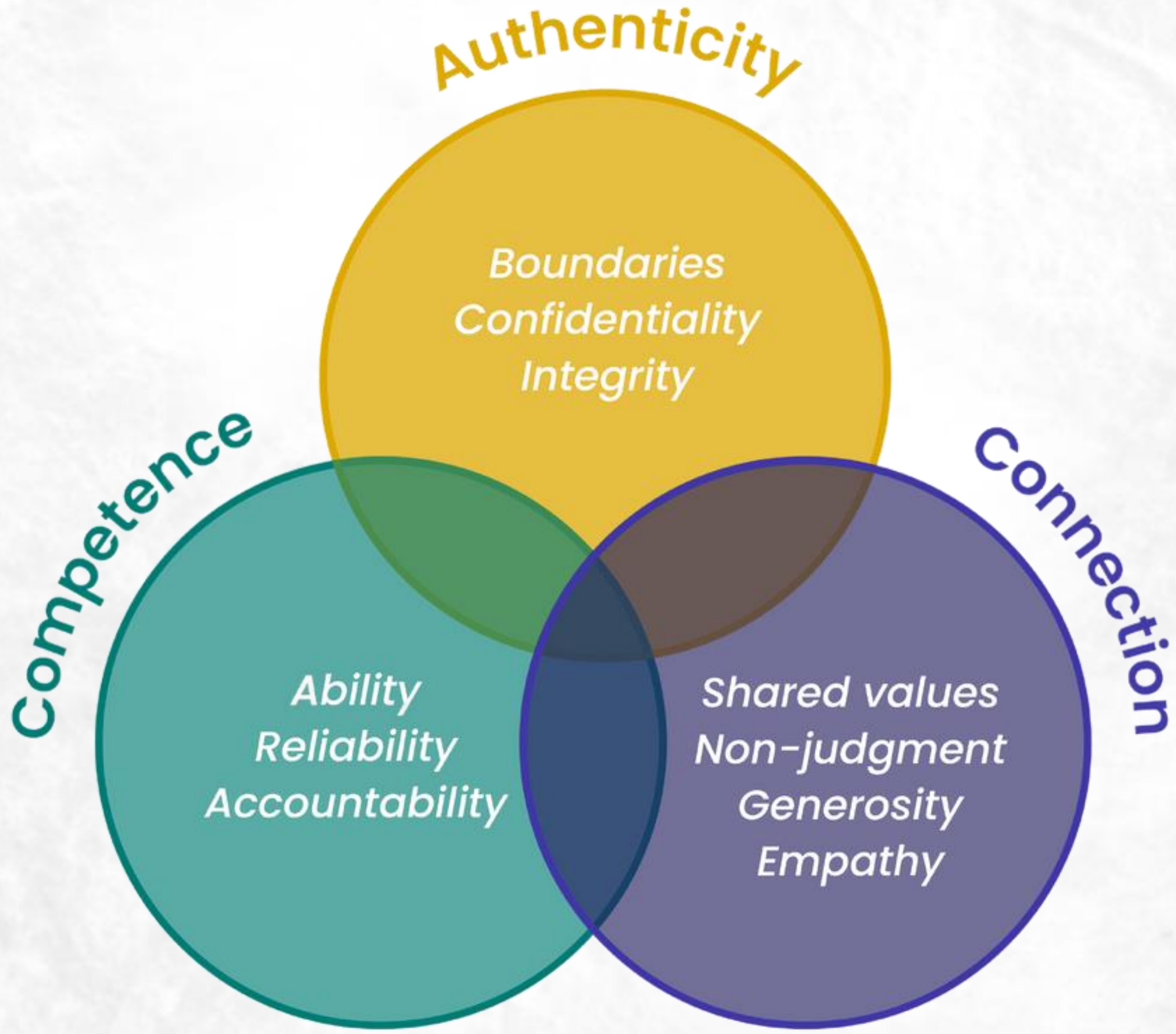
Poll: You overhear a conversation between a community partner and a project lead. The community partner has multiple relevant questions. The project lead dismisses their concerns with a judgmental tone of voice.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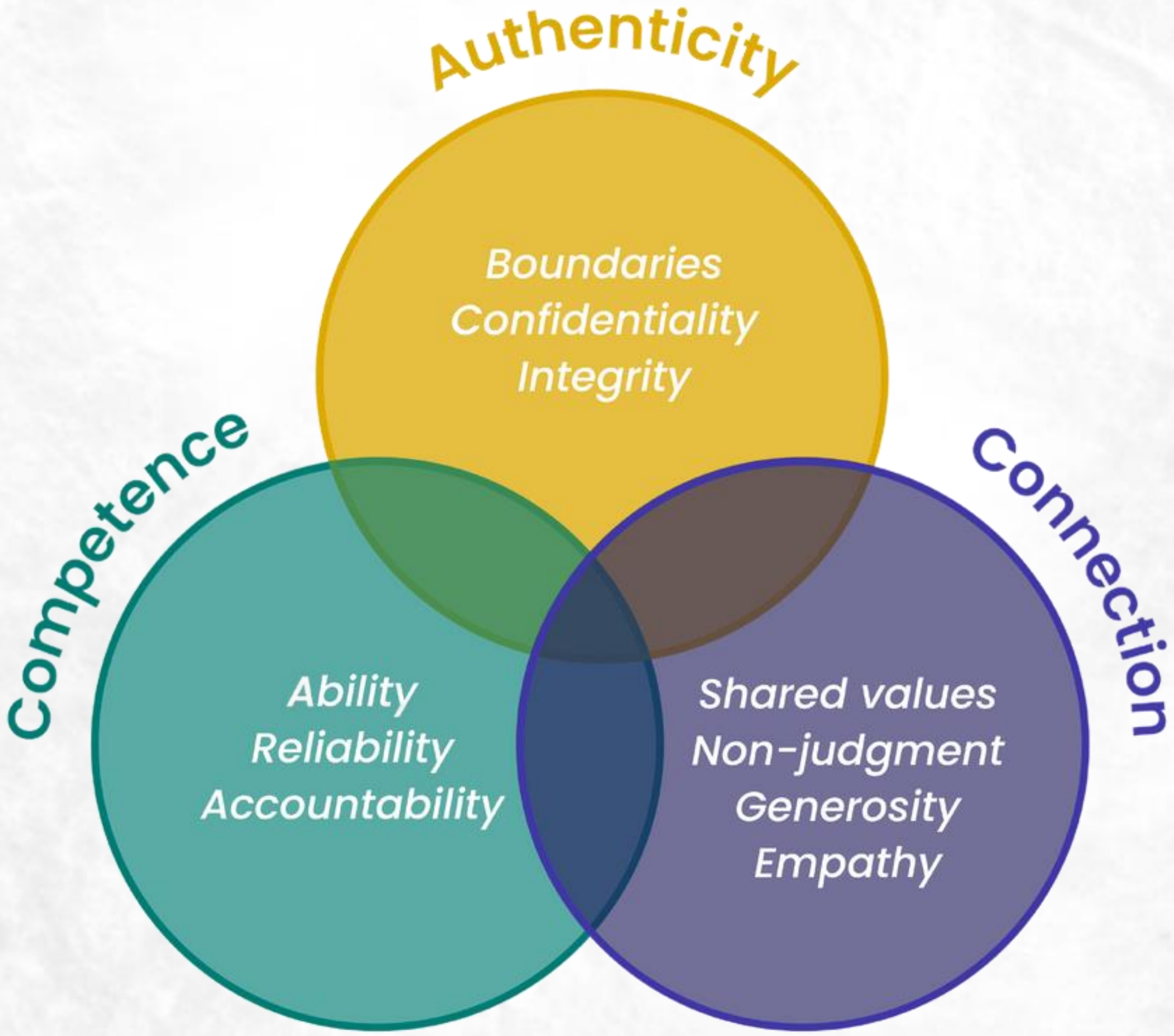
ACTIVITY 2 (4 of 5)

Poll: Consider a situation where you experienced a lack of trust in both directions. What factors affected your trust?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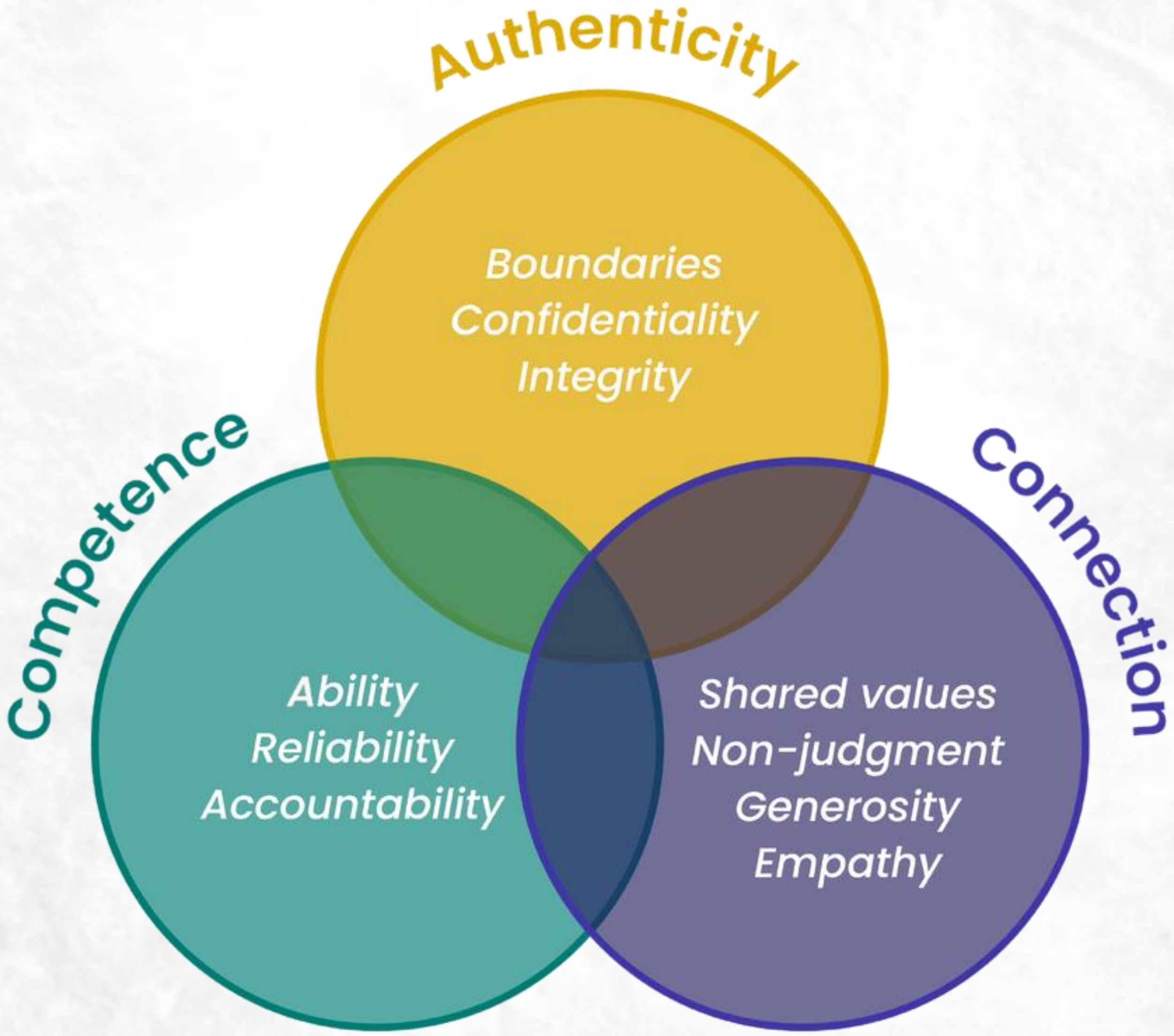
Poll: Consider a situation where you experienced a lack of trust in both directions. What factors do you think affected their trust?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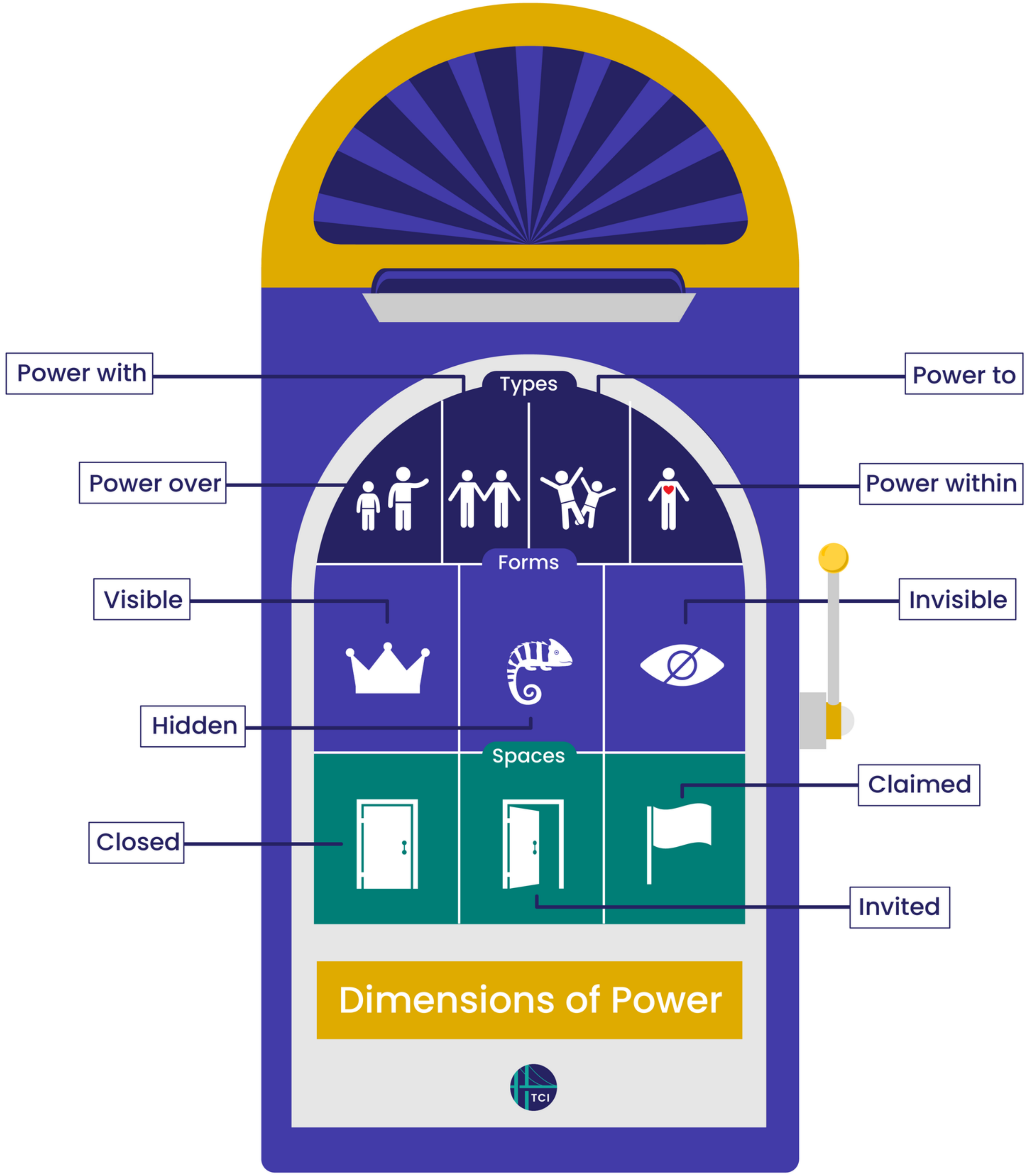
3

Navigating power dynamics

Dimensions of Power


Types
Power with
Power over
Power to
Power within
Forms
Visible
Hidden
Invisible
Spaces
Closed
Invited
Claimed
Dimensions of Power
TCI

Based on The Participation, Power and Social Change team at the University of Sussex Institute of Development Studies' Powercube (2011).
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Types of power

Your dominance over others and their dominance over you. Impacts implementation as we reflect on who makes the decisions

Power over

Lending each other power when collaborating to move forward

Power with

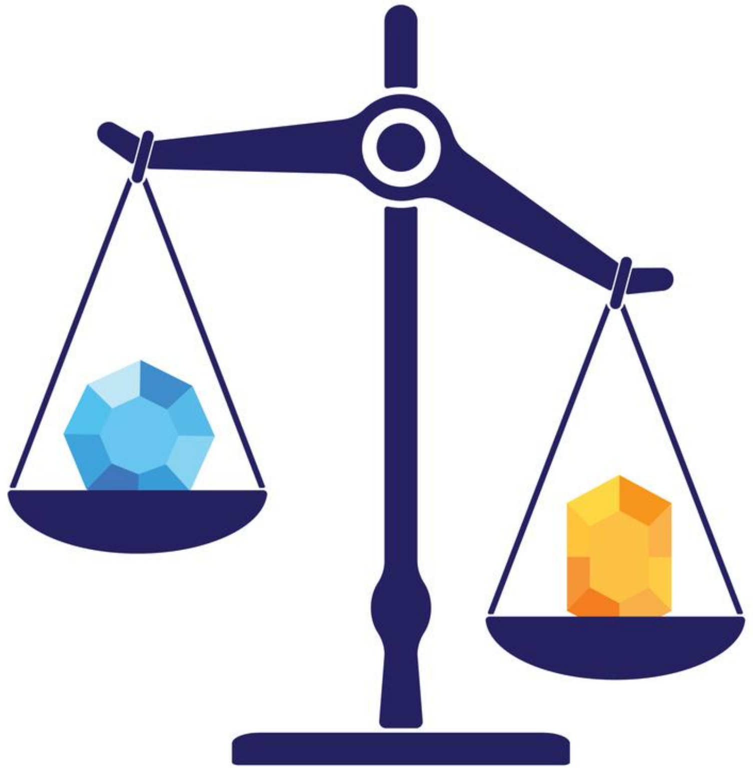
Lending power to others to move work forward

Power to

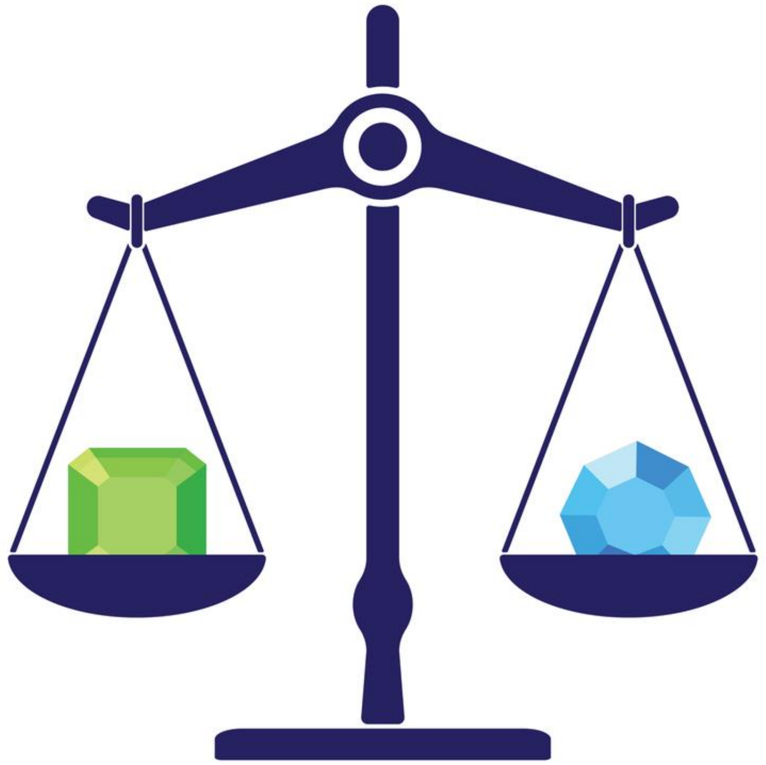
Reflecting on your source of power (Jewels of Power) and highlighting this source of power when you feel powerless

Power within

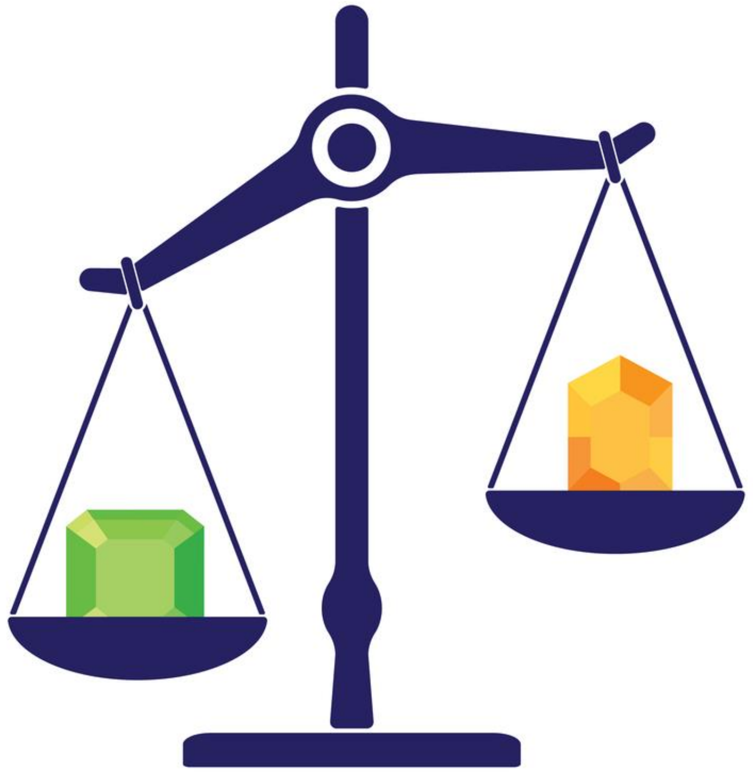
The Jewels of Power



Scenario 1



Scenario 2



Scenario 3

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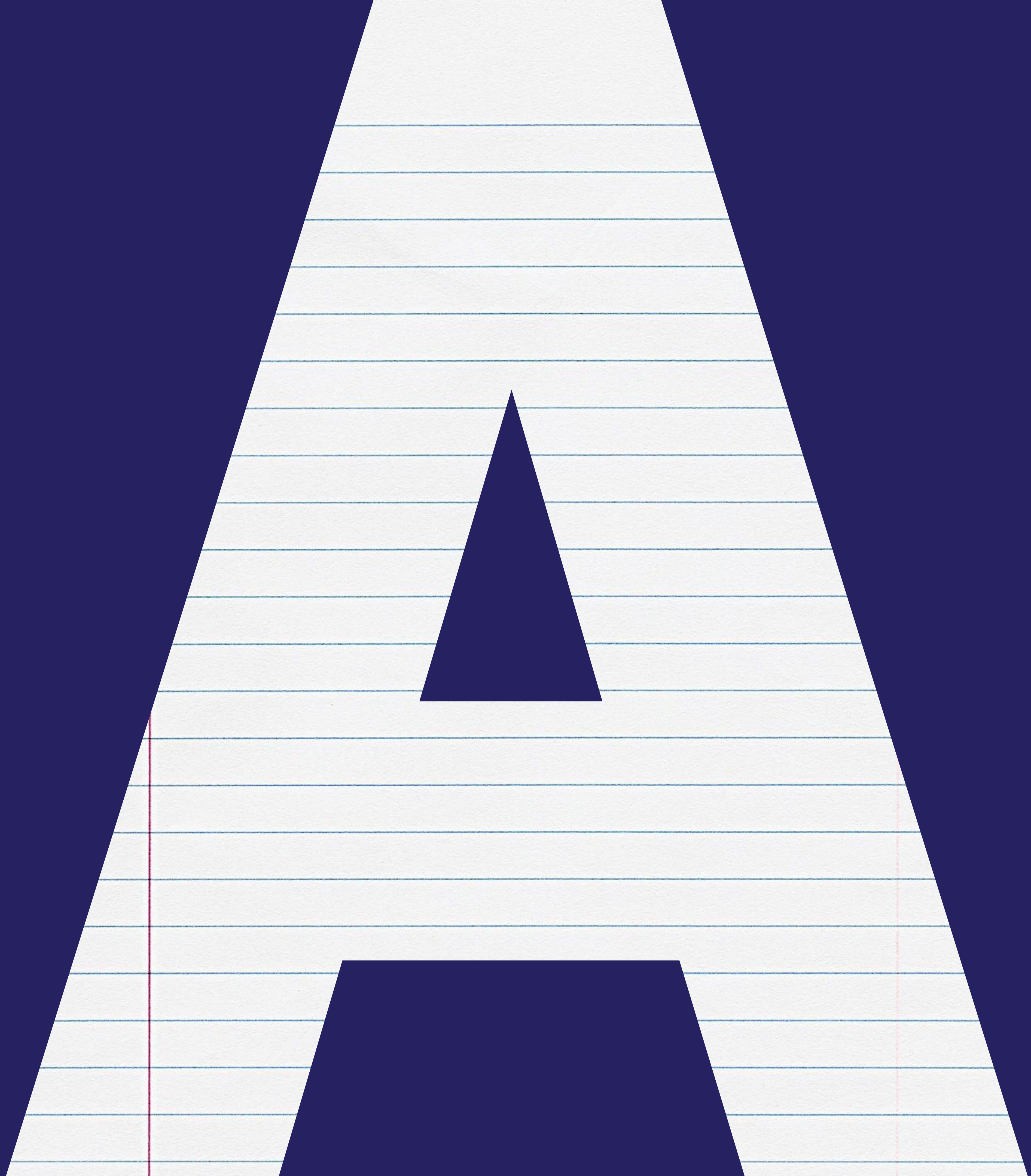
Activity



Poll: Types of power

What types of power **have you experienced or seen** in the past month?

Your dominance over others and their dominance over you. Impacts implementation as we reflect on who makes the decisions

Power over

Lending each other power when collaborating to move forward

Power with

Lending power to others to move work forward

Power to

Reflecting on your source of power (Jewels of Power) and highlighting this source of power when you feel powerless

Power within

ACTIVITY 3 (2 of 2)

Poll: Types of power

What types of power are you **interested in exploring** more?

Your dominance over others and their dominance over you. Impacts implementation as we reflect on who makes the decisions

Power over

Lending each other power when collaborating to move forward

Power with

Lending power to others to move work forward

Power to

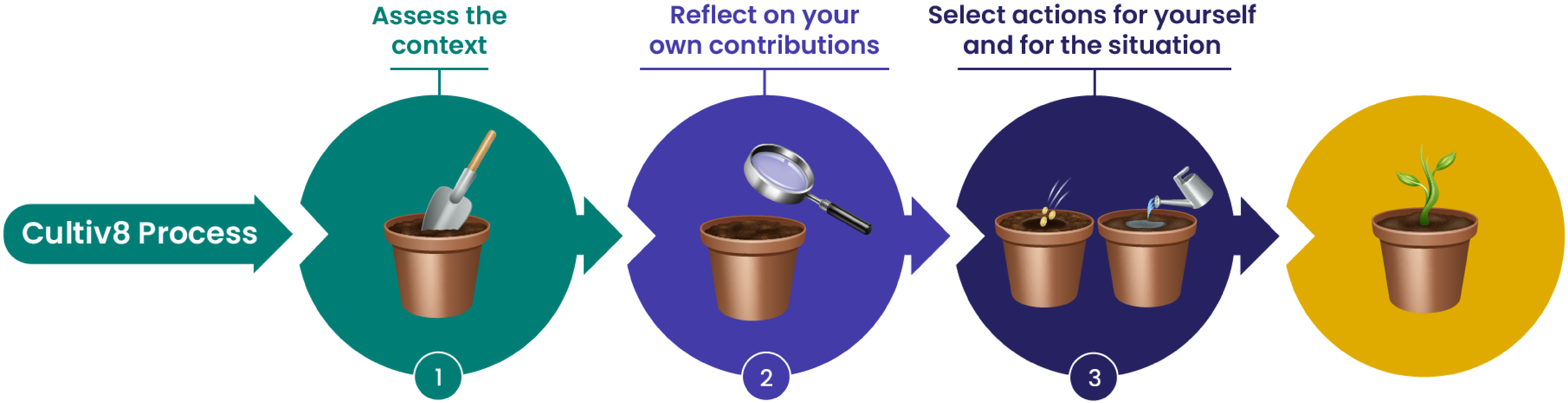
Reflecting on your source of power (Jewels of Power) and highlighting this source of power when you feel powerless

Power within

Actions to ‘Cultiv8’ trust and power

4

PART 4: ACTIONS TO ‘CULTIV8’ TRUST AND POWER (1 of 4)


Cultiv8 Process
Assess the context
1
Reflect on your own contributions
2
Select actions for yourself and for the situation
3

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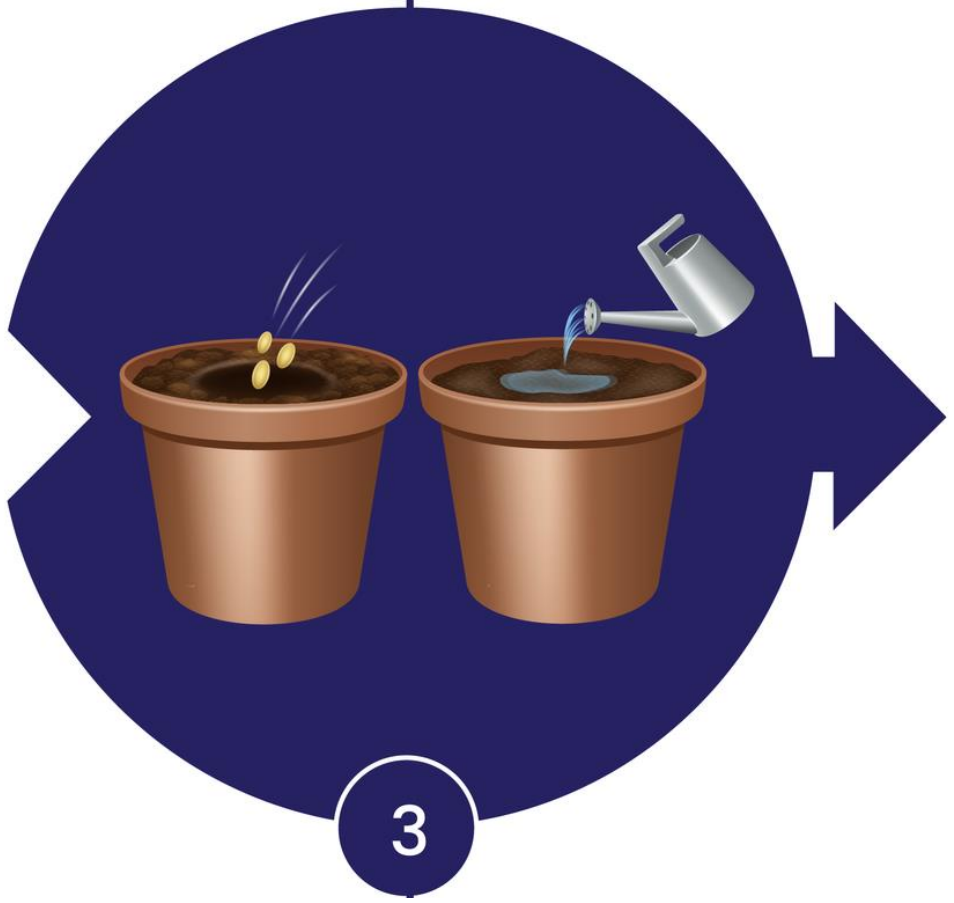
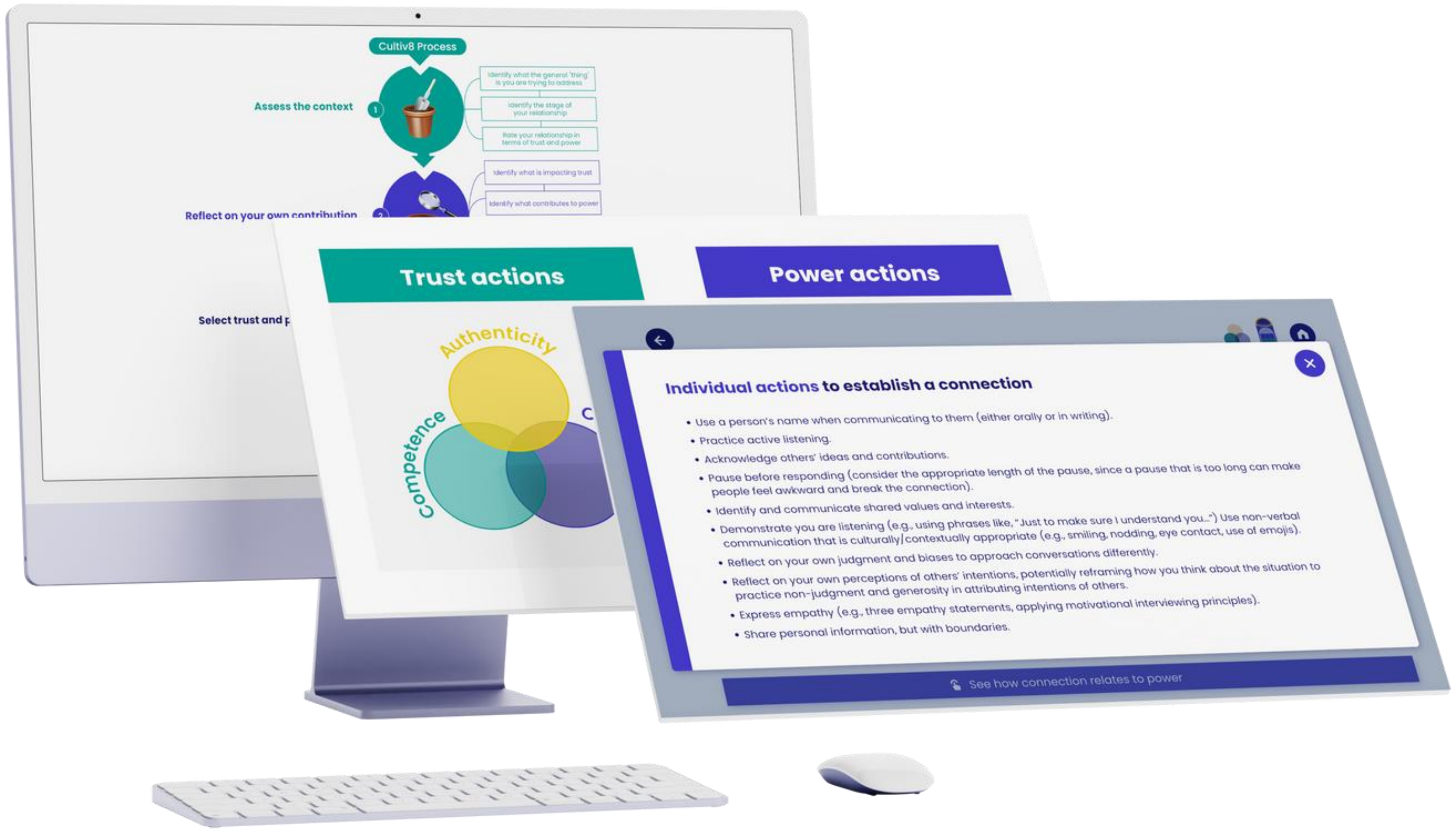
PART 4: ACTIONS TO ‘CULTIV8’ TRUST AND POWER (2 of 4)

Select actions for yourself and for the situation



Step 3a: Develop your action plan

Cultiv8 tool


Cultiv8 Process
Assess the context
1
Identify what the general 'thing' is you are trying to address
Identify the stage of your relationship
Rate your relationship in terms of trust and power
Identify what is impacting trust
Identify what contributes to power
Reflect on your own contribution
Select trust and p
Trust actions
Power actions
Authenticity
Competence
See how connection relates to power

Individual actions to establish a connection

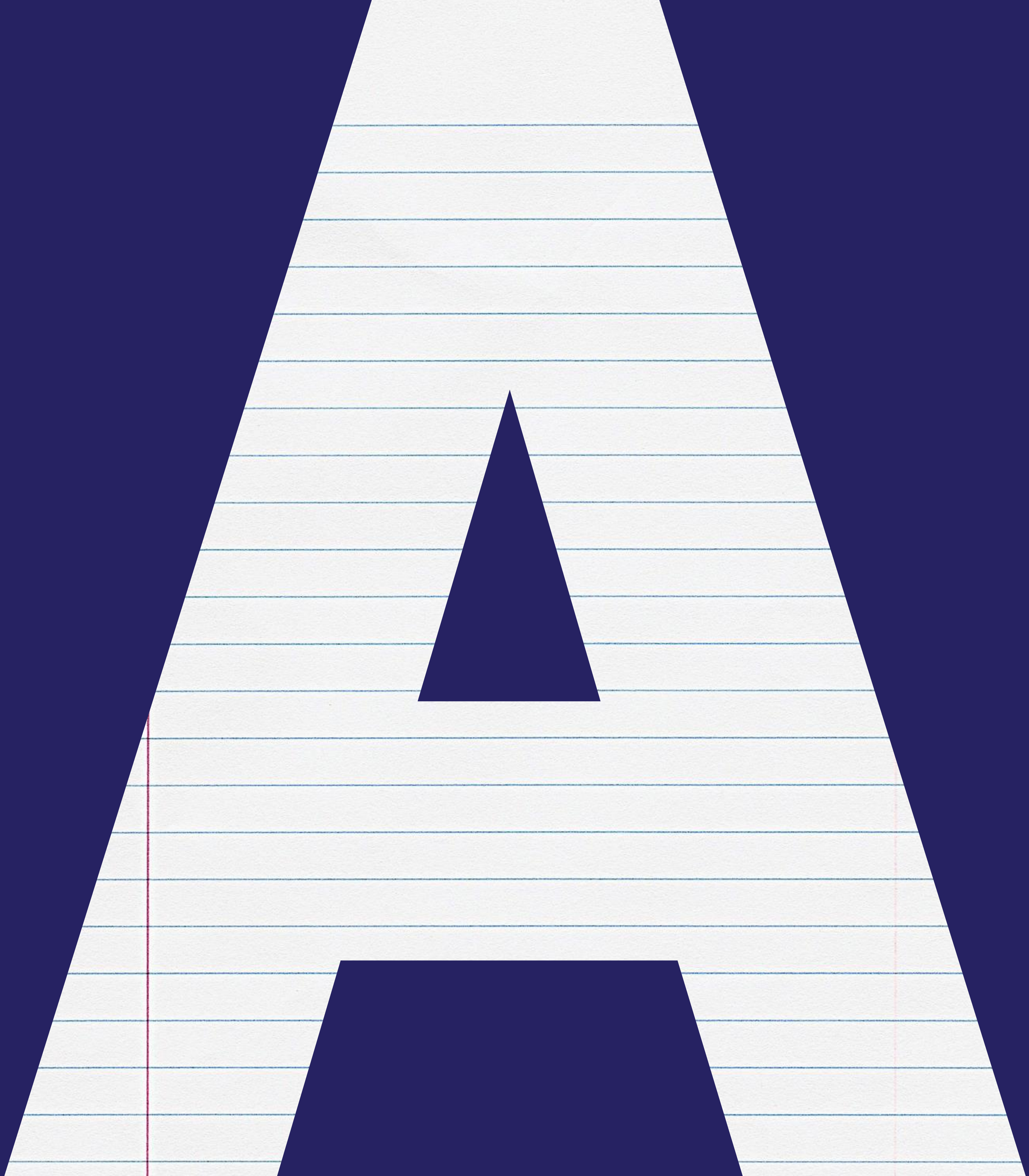
- Use a person's name when communicating to them (either orally or in writing).
- Practice active listening.
- Acknowledge others' ideas and contributions.
- Pause before responding (consider the appropriate length of the pause, since a pause that is too long can make people feel awkward and break the connection).
- Identify and communicate shared values and interests.
- Demonstrate you are listening (e.g., using phrases like, "Just to make sure I understand you...") Use non-verbal communication that is culturally/contextually appropriate (e.g., smiling, nodding, eye contact, use of emojis).
- Reflect on your own judgment and biases to approach conversations differently.
- Reflect on your own perceptions of others' intentions, potentially reframing how you think about the situation to practice non-judgment and generosity in attributing intentions of others.
- Express empathy (e.g., three empathy statements, applying motivational interviewing principles).
- Share personal information, but with boundaries.

thecenterforimplementation.com/cultiv8-tool

Tips for sustaining relationships

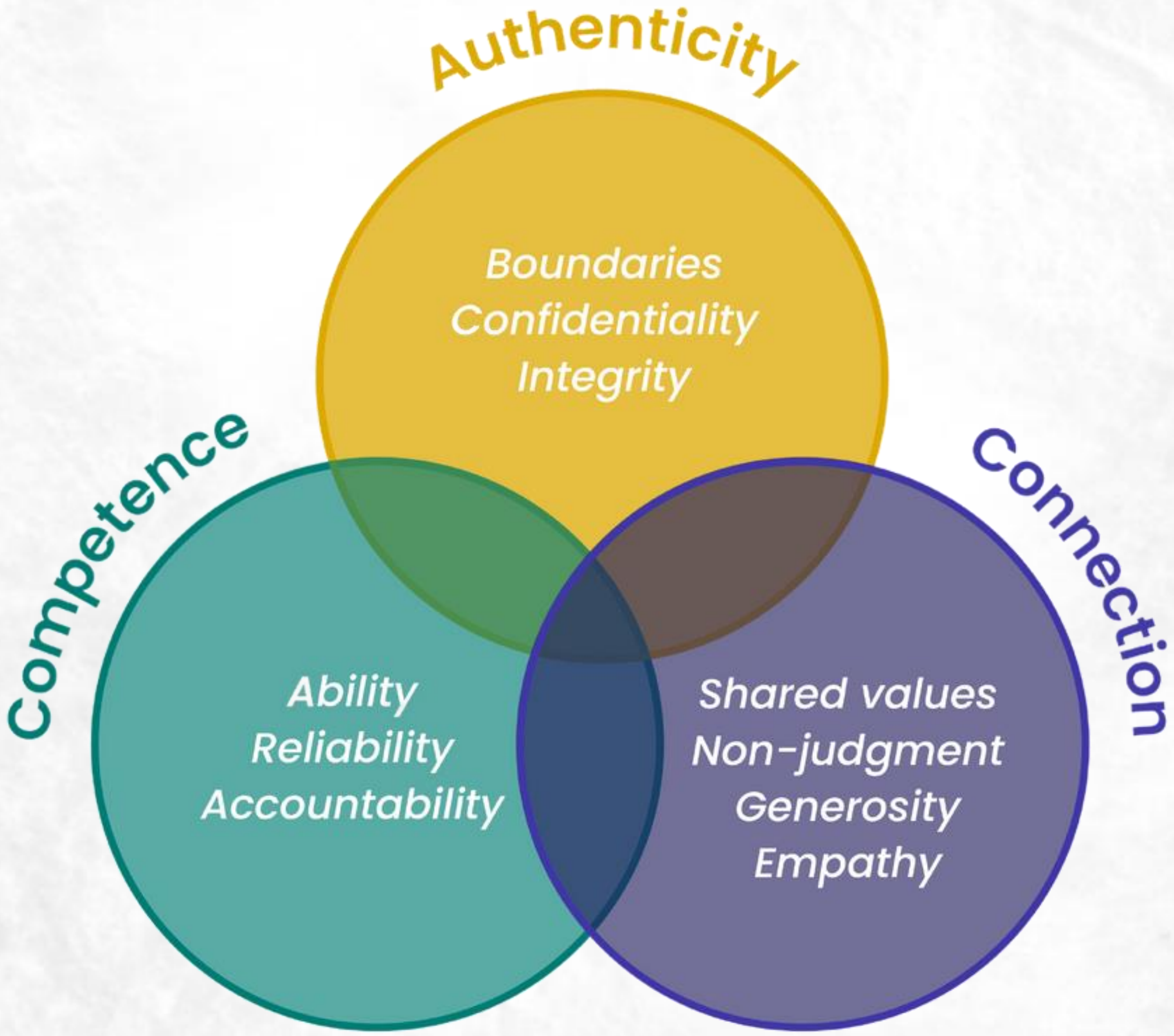
- Cultivate relationships with the person AND the organization.
- Know what parts of your initiative are more easily changeable and get input to better tailor to their organizations (and create more ownership)
- Discuss what outcomes might be important to this partner and ensure you track and measure this outcome

Activity



ACTIVITY 4

Chat: Where and how could you use the Cultiv8 Tool?



Authenticity

Boundaries
Confidentiality
Integrity

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Shared values
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NEXT STEPS

Cultivating Trust and Navigating Power

This course focuses on the social nature change by examining what power and trust truly are. You'll learn how to deeply assess your relationships and receive tangible actions for building a more solid foundation for your change efforts.

THECENTERFORIMPLEMENTATION.COM/TRUST-AND-POWER

Level 2 Course

Q
A

Thank you!

LET'S STAY CONNECTED

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The Center for
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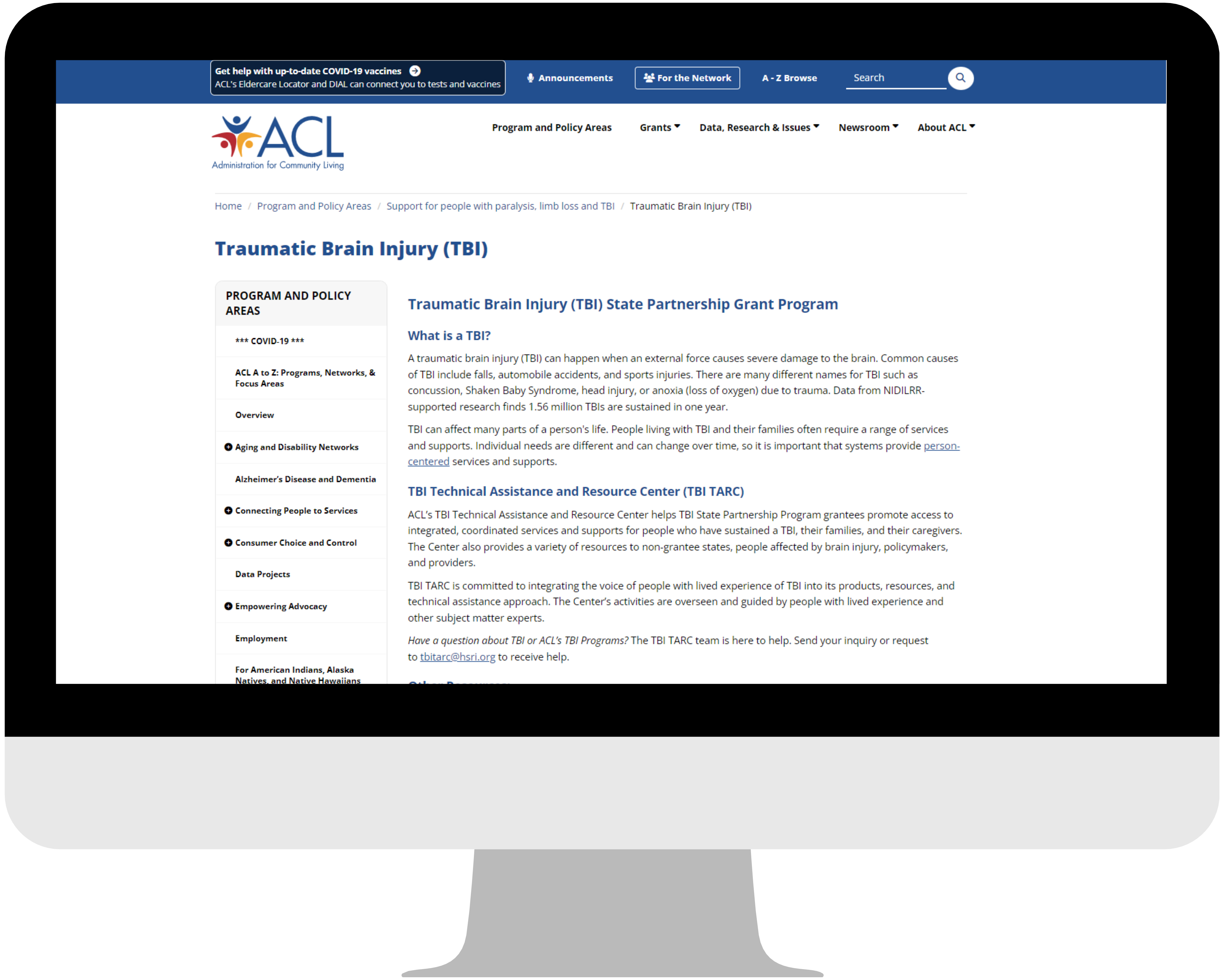
Real-Time Evaluation Questions

1. Overall, how would you rate the quality of this webinar?
2. How well did the webinar meet your expectations?
3. Do you think the webinar was too long, too short, or about right?
4. How likely are you to use this information in your work or day-to-day activities?
5. How likely are you to share the recording of this webinar or the PDF slides with colleagues, people you provide services to, or friends?
6. How could future webinars be improved?

Contact Us/ Questions

tbitarc@hsri.org

https://bit.ly/ACL-TBI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ACL's Eldercare Locator and DIAL can connect you to tests and vaccines
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PROGRAM AND POLICY AREAS
*** COVID-19 ***
ACL A to Z: Programs, Networks, & Focus Areas
Overview
Aging and Disability Networks
Alzheimer's Disease and Dementia
Connecting People to Services
Consumer Choice and Control
Data Projects
Empowering Advocacy
Employment
For American Indians, Alaska Natives, and Native Hawaiians

Traumatic Brain Injury (TBI)

Traumatic Brain Injury (TBI) State Partnership Grant Program

What is a TBI?

A traumatic brain injury (TBI) can happen when an external force causes severe damage to the brain. Common causes of TBI include falls, automobile accidents, and sports injuries. There are many different names for TBI such as concussion, Shaken Baby Syndrome, head injury, or anoxia (loss of oxygen) due to trauma. Data from NIDILRR-supported research finds 1.56 million TBIs are sustained in one year.

TBI can affect many parts of a person's life. People living with TBI and their families often require a range of services and supports. Individual needs are different and can change over time, so it is important that systems provide person-centered services and supports.

TBI Technical Assistance and Resource Center (TBI TARC)

ACL's TBI Technical Assistance and Resource Center helps TBI State Partnership Program grantees promote access to integrated, coordinated services and supports for people who have sustained a TBI, their families, and their caregivers. The Center also provides a variety of resources to non-grantee states, people affected by brain injury, policymakers, and providers.

TBI TARC is committed to integrating the voice of people with lived experience of TBI into its products, resources, and technical assistance approach. The Center's activities are overseen and guided by people with lived experience and other subject matter experts.

Have a question about TBI or ACL's TBI Programs? The TBI TARC team is here to help. Send your inquiry or request to tbitarc@hsri.org to receive help.

Thank you for joining us!

TBI TARC

Traumatic Brain Injury
Technical Assistance and
Resource Center